

Quality Improvement Program

Absolute Total Care is improving the quality of care for our members. We created a Quality Improvement (QI) Program to help you become healthy and stay healthy. The main goal of the program is to make sure you receive quality care and services that are safe for your healthcare needs.

Absolute Total Care has a Medical Director who oversees all of the QI Program activities. These activities will look at your health in different ways. Activities include preventive health, acute and chronic care, behavioral health, over- and under-utilization, continuity and coordination of care, and patient safety. All of these activities will make sure that you are receiving the highest quality of care.

Healthcare Effectiveness Data and Information Set (HEDIS®)

Every year, Absolute Total Care is measured on the progress of our quality goals. The tool used to measure our progress is called the Healthcare Effectiveness Data and Information Set, or HEDIS. HEDIS scores let Absolute Total Care know which program activities are needed to help improve the healthcare of our members.

Below are our HEDIS scores from the last three calendar years and current goals:

Measure	2014	2015	2016	2017 Goal
Diabetes A1C Testing	82.71%	85.65%	88.37%	87.34%
Diabetes Eye Exam	40.80%	51.39%	54.34%	56.25%
Well Child 15 Months	61.57%	59.90%	60.10%	64.46%
Well Child 3-6 Years Old	58.33%	59.38%	59.33%	73.61%
Adolescent Well Care	39.58%	46.88%	52.88%	53.24%
Timeliness of Prenatal Care	93.29%	90.28%	90.09%	87.88%

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Absolute Total Care also uses a survey called the Consumer Assessment of Healthcare Providers and Systems, or CAHPS, to ask our members how we are doing. Every year, you will have a chance to fill out the survey. You can tell us about your member experience and the services you received. You can also tell us about the availability of your primary care provider (PCP) and how you were treated. The CAHPS results are reviewed by Absolute Total Care. The results show us where we need to make improvements.

Below are our CAHPS results from the last three calendar years:

Measure	2015 Child CAHPS	2016 Child CAHPS	2017 Child CAHPS	2015 Adult CAHPS	2016 Adult CAHPS	2017 Adult CAHPS
Getting Needed Care	87.5%	88.35%	91.79%	83.1%	78.02%	82.30%
Getting Care Quickly	93.3%	92.33%	90.68%	84.6%	81.33%	86.11%
Rating of Health Plan	84.9%	82.69%	86.46%	72.6%	72.75%	76.64%
Rating of Personal Doctor	89.4%	91.35%	90.91%	66.2%	80.28%	82.37%
Rating of Health Care	89.3%	86.74%	91.22%	70.4%	70.90%	75.77%
How Well Doctors Communicate	94.2%	97.34%	95.27%	92.5%	93.16%	91.87%
Customer Service	90.3%	87.73%	88.58%	86.4%	84.07%	89.58%

National Committee for Quality Assurance (NCQA) Accreditation

Absolute Total Care continues to look for ways to help you stay healthy.

We are proud to have earned a status of “Commendable” from the NCQA. Commendable is the second-highest rating a health plan can receive from the NCQA. Absolute Total Care received this rating for meeting or exceeding performance standards based on measures such as quality and member satisfaction.

Our primary goal is to improve our members’ health and services through different programs.

If you have questions or would like to know more about our programs, call Member Services at 1-866-433-6041 (TTY: 711) and ask to speak to the Quality Department.

Notice of Non-Discrimination

Absolute Total Care (ATC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATC provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact our Manager of Member Services, by mail at: 1441 Main Street, Suite 900, Columbia, SC 29201; by phone at: 1-866-433-6041 (TTY: 711); or by email at: ATC.MBR SVC@centene.com.

If you believe that ATC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance using the contact information provided above. You can file a grievance in person or by mail or email. If you need help filing a grievance, we are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 or by phone at: 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Services

If your primary language is not English, language assistance services are available to you, free of charge. Call: 1-866-433-6041 (TTY: 711).

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-433-6041 (TTY: 711).

إذا كانت لغتك الأساسية غير اللغة الإنكليزية فإن خدمات المساعدات اللغوية متوفرة لك مجاناً. اتصل على الرقم:
1-866-433-6041 (رقم هاتف الصم والبكم 711)

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-433-6041 (TTY: 711).

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-433-6041 (телетайп: 711).

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-433-6041 (TTY: 711).

Se você fala português do Brasil, os serviços de assistência em sua língua estão disponíveis para você de forma gratuita. Chame 1-866-433-6041 (TTY: 711)

如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-866-433-6041 (TTY: 711)

Falam tawng thiam tu na si le tawng let nak asi mi 1-866-433-6041 (TTY: 711) ah tang ka pek tul lo in na ko thei.

धयदु आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह । 1-866-433-6041 (TTY: 711) पर कॉल कर ।

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-433-6041 (TTY: 711)번으로 전화해 주십시오.

Haka tawng thiam tu na si le tawng let asi mi 1-866-433-6041 (TTY: 711) ah tang ka pek tul lo in ko thei.

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-433-6041 (ATS: 711).

နမူကတိက ကညီ ကျိအယိ, နမူနာ ကျိအတိမၤစၢၤလၢ တလၢာ်ဘျုးလၢာ်စ့ၤ နီတၢ်ဘၢာ်သ့န့ၢ်လီၤ. ကိး
866-433-6041 (TTY: 711)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-866-433-6041 (መስማት ለተሳናቸው፡ 711)።

အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့် ငွဲ့အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-866-433-6041 (TTY: 711) သို့ ခေါ်ဆိုပါ။