



How we reach for quality

Absolute Total Care's quality improvement goal is to advance our members' health through a variety of meaningful initiatives across all care settings.

We rely on our Quality Assessment and Performance Improvement (QAPI) Program to support this goal. The QAPI Program scope is comprehensive, addressing both the quality of clinical and non-clinical aspects of service.

The program monitors a variety of factors, including:

- Quality of care and quality of service complaints
- Key performance measures such as access and availability
- Ensuring members with chronic conditions received recommended tests and are prescribed appropriate medications
- Member care experience data
- Provider feedback via surveys, committee participation and services
- Utilization management effectiveness
- HEDIS® data reporting

Learn more about the QAPI program online at <http://mmp.absolutetotalcare.com> or call **1-866-433-6041**.

Are you in our provider directory?

Absolute Total Care's website is a resource for members who wish to locate primary care providers, specialists, hospitals, community health centers, pharmacies and other medical facilities. They can visit <http://mmp.absolutetotalcare.com> and select "Find A Doctor or Pharmacy" on the home page.

Members may also call Member Services at **1-855-735-4398** (TTY: **711**) for help finding a provider.

If your contact information has changed or is not listed accurately in our provider directory, call **1-866-433-6041**, Monday through Friday, 8 a.m. to 6 p.m.

CAHPS tips for providers

Appropriate patient care is essential to the overall health of the ones you serve. Absolute Total Care is dedicated to partnering with you to help maximize opportunities to improve patient care and patient satisfaction, for the benefit of you, the physician, and the patient.

Annually, Absolute Total Care conducts a member experience survey utilizing a standardized national tool titled CAHPS® (Consumer Assessment of Healthcare Providers and Systems.*) Patients rate their overall health, their physician’s care and the experience they have within your practice. Below are examples of satisfaction categories and survey questions for which your patients are asked to respond; provider discussion questions; and provider tips. We hope this tool will provide reinforcement opportunities for your relationship with the patients you serve.

Provider to patient discussion topics	
<p>Health Promotion Discussion Questions</p> <ul style="list-style-type: none"> • Any problems with your work or daily activities due to physical problems? • Any problems with your work or daily activities due to stress? • Anything bothering you or stressful? • Are you sad or depressed? • Do you use tobacco? (Always/Sometimes/Never) • Do you drink alcohol? (Always/Sometimes/Never) • Do you exercise? (Always/Sometimes/Never) • Do you take aspirin? (Always/Sometimes/Never) • Do you or anyone in your family have high blood pressure or high cholesterol, or have you or anyone in your family had a heart attack? • Have you had a flu shot in the past calendar year? If not, Why? 	<p>Provider Tips</p> <ul style="list-style-type: none"> • Complete and document any health assessment on patient • Discuss with patient the benefits of exercise and encourage them to start, increase or maintain physical activity and document discussion • Discuss the risks of tobacco use and recommend medication to assist in stopping • Discuss the risks and benefits of aspirin to prevent heart attack or stroke • Discuss issues associated with drinking too much alcohol, if necessary • Screen patient for high blood pressure and cholesterol • Recommend and/or administer the flu shot during flu season • Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed
<p>Medication Discussion Questions</p> <ul style="list-style-type: none"> • Are you currently on any prescription medications from another doctor? If so, what? • How long have you been on the medication? • Review medications prescribed by PCP and verify results. 	<p>Provider Tips</p> <ul style="list-style-type: none"> • Document all prescription medication patient is taking • Discuss options and reasons to take alternate medications if patient is not getting positive results for symptoms • Discuss reasons with patient why they may need to stop taking a particular medication • Discuss the benefits and risks of taking a medicine • Discuss patient’s preference on what medication they feel would be best for them • Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed
<p>Access to Care Discussion Questions</p> <ul style="list-style-type: none"> • Are you satisfied with the timeframe it took to schedule your appointment? • Were you able to get your appointment as soon as you needed? • Are you satisfied with the coordination of care you receive, coordinating visits with specialists, non-emergency transportation (if needed) and providing lab or test results? 	<p>Provider Tips</p> <ul style="list-style-type: none"> • Evaluate office procedures to improve getting patients scheduled as quickly as possible for their symptoms • Determine why patient perceives difficulty in getting timely care, if necessary • Educate patient on timeframes for getting appointments according to their symptoms • Assist in coordination of non-emergency transportation, if necessary • Listen closely to the patient in a respectful manner and explain things in an easy, understandable way and ensure all patient concerns are discussed

*CAHPS is a registered trademark of the Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services.

Let our guidelines be your guide

Absolute Total Care's practice guidelines are based upon the greatest potential for improving health outcomes or the quality of service delivered to our members, as identified by our QAPI Program.

When possible, we adopt, approve and promote preventive and practice guidelines published from nationally recognized organizations, government institutions or statewide initiatives. All guidelines are submitted to the Quality Improvement Committee, consisting of participating board-certified practitioners from appropriate specialties. The committee reviews guidelines biennially or when new scientific evidence or national standards are published.

We encourage providers to use these guidelines as a basis for developing personalized treatment plans for our members and to aid members in making decisions about their healthcare. Absolute Total Care's practice guidelines should be applied for preventive services, as well as the management of chronic diseases.

Our preventive care and practice guidelines cover topics such as:

- Adult preventive services
- COPD
- Managing heart failure
- Diabetes

We evaluate compliance with these guidelines by monitoring related HEDIS measures. Our preventive and clinical care and practice guidelines are intended to augment—not replace— sound clinical judgment.

Advance Directive

At Absolute Total Care, we want members to be active in all of their healthcare choices, even when they are too sick to do so.

An Advance Directive is a way to make sure that their wishes are known. Each member is able to make decisions in advance of care or name someone to make those choices if they cannot.

Advance Directive forms should be available within the provider's office for members.

Once the member completes the form, place it in their file. Be ready to answer any question they may have. Also let them know that the form can be changed at any time. Together, you can make decisions that will set their mind at ease.

With an Advance Directive, members can be sure that they are cared for as they wish, at a time when they are unable to speak on their own behalf.





Addressing patients' concerns about **the Flu vaccine**

As you know, the flu vaccine is one of the most important steps your patients can take to protect their health every year. Even so, myths about getting the vaccine scare some people away from this preventive measure. Lay their fears to rest with this helpful guide:

Patient Concern: "I waited too long to get the vaccine."

It's ideal to get vaccinated by October, when seasonal outbreaks begin. Inform your patients that getting the flu shot in January is still beneficial. Flu season typically hits its peak in February.

Patient Concern: "The shot will give me the flu."

The flu shot can't cause flu illness. The vaccine is made with either a flu virus that has been inactivated or with no flu virus at all. The most common side effects—soreness where the shot was administered, low-grade fever and body aches—disappear within two days.

Patient Concern: "It's better to get the Flu than the vaccine."

The flu can be fatal. Older adults, young children and people with chronic illnesses including asthma, diabetes and heart disease risk complications. Assure your patients that getting the flu shot can protect them and their loved ones from the flu and make the symptoms caused by the flu milder.

Patient Concern: "What if I'm allergic?"

Allergic reactions are extremely rare and happen quickly (within minutes or hours). These are life-threatening, but effective treatments exist.