

Select Health of South Carolina

DELIVERING THE NEXT GENERATION OF HEALTH CARE

2018 REPORT TO THE COMMUNITY



Select Health of South Carolina
is an AmeriHealth Caritas company.









Caring for Our Future –
One Birth at a Time
see page 13



Center of the Community
see page 24

Table of Contents

About Us	7
A Message From the Chairman and CEO	9
A Message From the Regional President	11
Caring for Our Future — One Birth at a Time	13
Making Fitness Fun	17
HEDIS® Quality Measures	20
Improving Health Through Education	23
Center of the Community	24
Lower Costs, Higher Quality of Care	27
The Power of Education in Delivering Care	28
Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey	31
Helping Our Provider Partners Deliver Best-in-Class Care	33
South Carolina United in Teal & White: Together We Care	36
An Award-Winning Workplace	39
Bringing Health and Education Full Circle	41



An Award-Winning Workplace
see page 39



About Us

Select Health of South CarolinaSM has provided access to high-quality health care for South Carolinians for more than 20 years through its First Choice health plan. First Choice is the state's oldest health plan in South Carolina's Medicaid program, Healthy Connections.


First Choice serves more than 364,000¹ members in all 46 counties of the state and is the top-rated Medicaid health plan in South Carolina, according to the National Committee for Quality Assurance's (NCQA's) Medicaid Health Insurance Plan Ratings 2017 – 2018.² The health plan has held this distinguished position since 2010. First Choice is the first health plan in South Carolina to earn NCQA's Multicultural Health Care Distinction, which recognizes our commitment to delivering culturally competent health care.

Select Health also offers First Choice VIP Care Plus in 39 counties of South Carolina. As a Healthy Connections Prime plan, First Choice VIP Care Plus[®] aims to improve care coordination for seniors who are eligible for and use both Medicare and Medicaid benefits.

Select Health is part of the AmeriHealth Caritas Family of Companies, one of the nation's leaders in health care solutions for those most in need. Operating in 16 states and the District of Columbia, AmeriHealth Caritas serves more than 5.6 million Medicaid, Medicare, and Children's Health Insurance Program (CHIP) members through its integrated managed care products, pharmaceutical benefit management and specialty pharmacy services, behavioral health services, and other administrative services. ❤️

Sources:

1. Internal membership report. Updated June 18, 2018.
2. National Committee for Quality Assurance, "NCQA Health Insurance Plan Ratings 2017 – 2018 — Summary Report (Medicaid)," <http://healthinsuranceratings.ncqa.org/2017/search/Medicaid/SC> (accessed June 18, 2018).



First Choice is the state's oldest Medicaid managed care plan, serving South Carolina for more than 20 years.



A Message From the Chairman and CEO


For more than 35 years, AmeriHealth CaritasSM has provided care and support to underserved people across the country. Our mission, to help members get care, stay well, and build healthy communities, is more than just a motto. It is our history.

In 1915, a small hospital in West Philadelphia opened its doors to provide health care to a community in need. Over time, the hospital's services evolved to meet the needs of its patients. When people in the community were unable to get care, the hospital created a health plan to help, covering just 35 members while working from a spare hospital closet. Today, that health plan is AmeriHealth Caritas, helping more than 5.6 million members across 16 states and the District of Columbia. While the company has grown and changed, one thing has remained the same: our focus on our members and communities.

We are proud to continue that legacy in South Carolina through Select Health, a part of the AmeriHealth Caritas Family of Companies. Select Health has the first and largest Medicaid health plan in South Carolina, First Choice, and has been helping people across the state for more than 20 years. Backed by a national health care leader, Select Health continues our mission by bringing first-in-class service to South Carolina.

Caring for people and for communities is an American tradition that predates the founding of our nation. AmeriHealth Caritas is proud to participate in that legacy, helping to build a healthier South Carolina and a healthier country.

All the best,

A handwritten signature in black ink that reads "Paul Tufano". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Paul Tufano
Chairman and CEO, AmeriHealth Caritas





A Message From the Regional President

At Select Health, we truly believe that the key to health is through education. From our associates to our providers to our members, our proven model of coordinated care relies on the fundamental components of education, outreach, and strong relationships. This philosophy has guided Select Health for more than 20 years and has led us to become South Carolina's largest and most preferred Medicaid plan.¹

We know education and awareness can lead to a healthier life, and we build our programs to encourage that learning. Our care management programs teach members about managing their conditions, while First Choice Fit® engages youth in their health with fun football camps. Through our Mission GED and Reading Assistance Services programs, we provide access to educational resources to members. And in 2017 we opened our new Community Center, where local residents can receive health education and healthy cooking demonstrations. Education improves health and improves lives, and we're here to help do both.

The more than 10,000 providers in our statewide network partner with us to educate and guide members down a path to better health, and their impact lasts well beyond the duration of an office visit. Together, our efforts are clearly making a difference, improving the overall health, wellness, and quality of life for people across the state.

This philosophy of learning extends to our associates as well. For the 10th consecutive year, Select Health has been named a "Best Places to Work" workplace in South Carolina. This underscores my belief that our 600-strong workforce is our most valuable resource, and we believe in investing in that strength. To further their learning and growth, we offer associates professional development opportunities, tuition reimbursement, and monthly fitness and lifestyle learning opportunities. Not only do our associates benefit from these programs, they become advocates and inspirations for our members and the extended communities we serve.

After several years as the Market President for Select Health, I am proud to accept a new role as Regional President for AmeriHealth Caritas, Select Health's parent company. Although my title is changing, my commitment to the people of South Carolina is as strong as ever, and I will continue to support Select Health as part of my new responsibilities.

As I transition into my role, I am more excited than ever to watch Select Health deliver the next generation of care to South Carolina under the leadership of Select Health's new Market President, Courtney Thompson, previously the Director of Plan Operations and Administration. Given her close knowledge of the Select Health business, I'm confident that Courtney is the right person to lead the plan.



Through education, advocacy, and partnership, Select Health will continue to learn and grow along with our members, and further demonstrate why we are the preferred managed care plan in South Carolina.²

A handwritten signature in black ink that reads "Rebecca Engelman". The signature is fluid and cursive, written in a professional style.

Rebecca Engelman
Regional President, AmeriHealth Caritas

Sources:

1. South Carolina Healthy Connections Choices monthly dashboard report (June 2018).
2. South Carolina Healthy Connections Choices enrollment report (June 2018).

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The class taught me that more than six cramps each hour meant they were contractions. I knew I needed to get checked. If I hadn't been in the class, I would have just gone about the day. The Centering class was a great learning experience. We helped each other out and learned together.

**First Choice member,
Brittany***

”

*Name has been changed.



Caring for Our Future — One Birth at a Time

The national opioid epidemic has hit communities all across the country, including our youngest members in South Carolina. Babies born to women using opioids during pregnancy may be dependent upon opioids at birth, a condition known as neonatal abstinence syndrome (NAS).

Babies with NAS may suffer from a host of symptoms, including shaking; gastric and respiratory distress; irritability; slow weight gain; difficulty sleeping; seizures; and excessive, loud, high-pitched crying. These symptoms can start anywhere from one day to one week after birth, and they can be compounded by other health issues related to the mother's opioid use.¹

Select Health has taken a proactive stance to combat the opioid epidemic. Our programs are designed to help both mom and baby have a healthy future.

Prevention through education

Select Health shares the national and state goals of helping to ensure the safe, effective use of opioid medications. We've taken decisive action to encourage the reduction of prescription opioids, the broadening of pain management strategies, and increased access to evidence-based treatment for addiction. This strategic, three-pronged approach focusing on education, prevention, and effective treatment is aimed at plan members, network providers, and the

extended communities we serve across South Carolina.

In particular, education for moms-to-be about NAS is now a key element of Bright Start® — a program that teaches our pregnant members about the importance of prenatal and postpartum care, and offers guidance on various aspects of parenting and family planning.

In 2016, First Choice was responsible for managing 20 percent of all births in South Carolina and 41 percent of Medicaid births.^{2,3} Helping these women have healthy pregnancies and working to give their developing babies the best chance to enjoy a healthy and happy future is a top priority for our plan.

As a direct result of education initiatives like Bright Start and interventions including member telephonic outreach and face-to-face counseling, Select Health has seen:

- An increase in gestational age at birth among newborns delivered by plan members.
- A decrease in neonatal intensive care unit utilization.

Prenatal care and family planning




Select Health also partners with network providers to improve the health and well-being of our members of childbearing age through programing and education focused on:

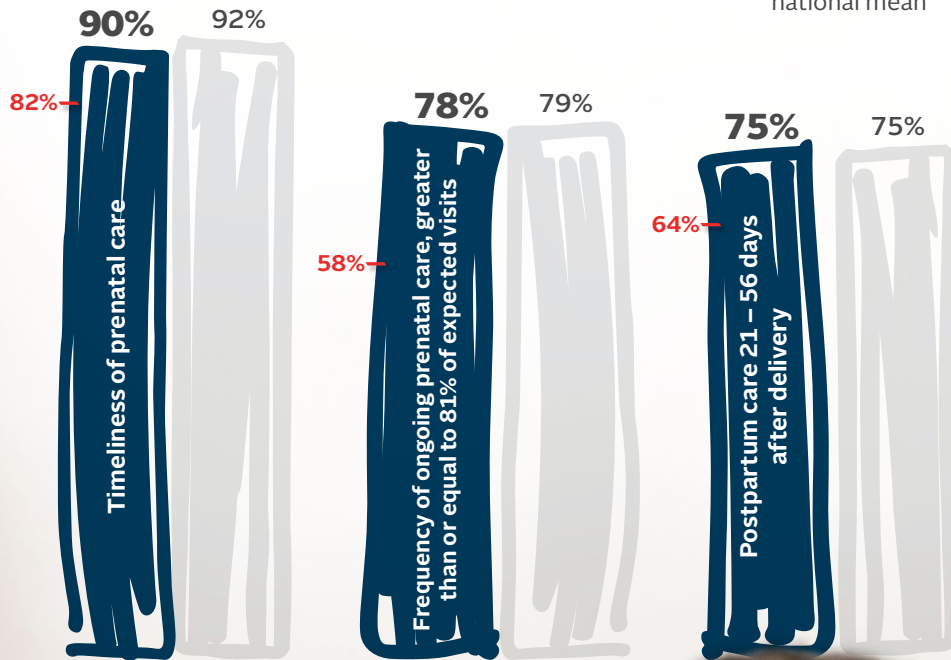
- **17P:** Progesterone for pregnant women, who've previously had a preterm birth, to help prevent subsequent births before 37 completed weeks of pregnancy, in turn reducing risks of serious health problems in babies born prematurely.
- **Birth spacing and long-acting reversible contraceptives:** Reduces the risks of low birth weight and premature birth associated with babies who are born less than 18 months apart.⁴
- **CenteringPregnancy:** Group prenatal care fostering an environment conducive to education, empowerment, and the sharing of experiences, strengths, and hopes for a common purpose — to have healthy pregnancies and healthy full-term babies.

Sources:

1. "Neonatal abstinence syndrome (NAS)," March of Dimes, [www.marchofdimes.org/complications/neonatal-abstinence-syndrome-\(nas\).aspx](http://www.marchofdimes.org/complications/neonatal-abstinence-syndrome-(nas).aspx) (accessed June 27, 2018).
2. "South Carolina Vital and Morbidity Statistics 2016," South Carolina Department of Health and Environmental Control, www.scdhec.gov/Health/docs/BiostatisticsPubs/VMS2016.pdf (accessed June 28, 2018).
3. Internal data on deliveries for First Choice Members (accessed June 28, 2018).
4. "Birth Spacing and Birth Outcomes," March of Dimes, www.marchofdimes.org/materials/MOD-Birth-Spacing-Factsheet-November-2015.pdf (accessed June 27, 2018).

HEDIS results: prenatal and postpartum care

-  Select Health 2017 results
-  Select Health 2016 results
-  Quality Compass 2017 national mean



Working together for a healthier tomorrow

A postpartum visit between 21 and 56 days following delivery is important for assessing a new mom's physical and mental well-being after the birth, and provides an opportunity for her to receive family planning guidance, breast-feeding support, and nutrition counseling for herself and her baby.

That's why Select Health collaborated on a pilot program with the Medical University of South Carolina (MUSC) with the objective of increasing postpartum visit compliance of First Choice members delivering at the facility. At the conclusion of the pilot program, postpartum compliance increased from 44.71 percent to 46.56 percent. In addition, we identified future opportunities to:

- Continue to educate providers, clinical, and non-clinical staff at MUSC about the importance of the postpartum visit between days 21 – 56 post delivery.
- Educate providers on billing best practices, including how to code for our members' postpartum visits.
- Analyze data on members who did not have a postpartum visit between days 21 – 56 post delivery and identify potential barriers or interventions.

Source:

5. "Committed to Quality Care: HEDIS® Results," www.selecthealthofsc.com/pdf/corporate/hedis-quality-data.pdf (accessed June 27, 2018).

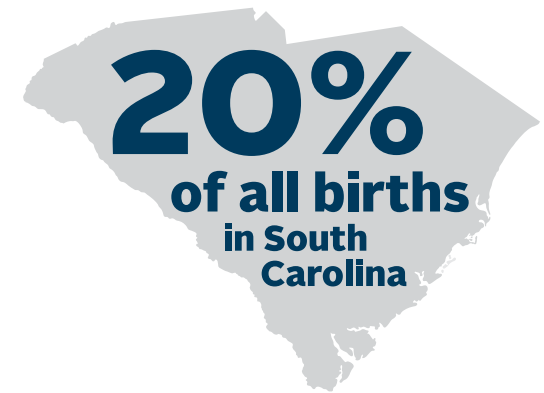
Continuing care for mom and baby

Select Health has developed a brochure that serves as a postpartum checklist that is available to all our members who have given birth. The checklist identifies key issues, including physical, emotional, and sexual health; nutrition; and breast feeding. The checklist also suggests the types of questions or concerns women should discuss with their health care providers during their postpartum visit.

The checklist also contains important contact information for the Bright Start and Women, Infants, and Children (WIC) programs for members who need additional support. 🍓

Select Health's HEDIS scores reflect our commitment to provide quality care to expecting and new mothers and babies. Our scores continue to exceed the national average.⁵

In 2016, **First Choice** was responsible for managing



41% of Medicaid births

“

Getting our kids healthier is what I'm all about. I'm part of the First Choice Fit campaign because I love South Carolina, and I just want to see our state get better. It's important to me to see our kids get healthier. Through this great platform with Select Health, we're helping our youth to be more conscious of their health. These are important lessons for them to learn.

— Marcus Lattimore

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Making Fitness Fun

In 2013, Marcus Lattimore, former University of South Carolina star running back and San Francisco 49er, partnered with Select Health to create the First Choice Fit campaign. First Choice Fit uses football camps, targeted mailings, newsletter articles, website content, and recorded voice messages to promote healthy living and preventive care to First Choice members age 21 and younger.

It is important to help young members understand the importance of fitness early. According to the Centers for Disease Control and Prevention, one in six children in the United States is obese.¹ Combining fun and fitness to educate youth about the importance of eating healthy, staying active, and getting annual preventive well visits is one way Marcus and First Choice Fit are working to address the serious health issue of childhood obesity.

For Marcus, the First Choice Fit program is personal. He grew up in Duncan, South Carolina, and was a Medicaid beneficiary, so he understands the challenges our

members face. He credits his life experiences for shaping his strong commitment to a healthy lifestyle and developing skills to overcome challenges. As First Choice Fit's spokesperson, Marcus has been a dedicated and influential role model for the children of South Carolina, and instrumental in First Choice Fit's success. At every event and in every message he delivers, Marcus' passion for serving young people across South Carolina and his commitment to giving back to the community shine through.

During 2017, First Choice Fit football camps for boys and girls ages 5 through 17 were held in Charleston, Columbia, Myrtle Beach, and Spartanburg. Attendees were encouraged to eat right, be active, and see their primary care providers for well visits.

Football provides a dynamic opportunity for athletes to not only teach youth about healthy living, but also share important lessons regarding personal development. In addition, the camps featured community health fairs with health screenings at no cost.

Source:

1. "Childhood Overweight and Obesity," Centers for Disease Control and Prevention, <https://www.cdc.gov/obesity/childhood/> (accessed June 18, 2018).



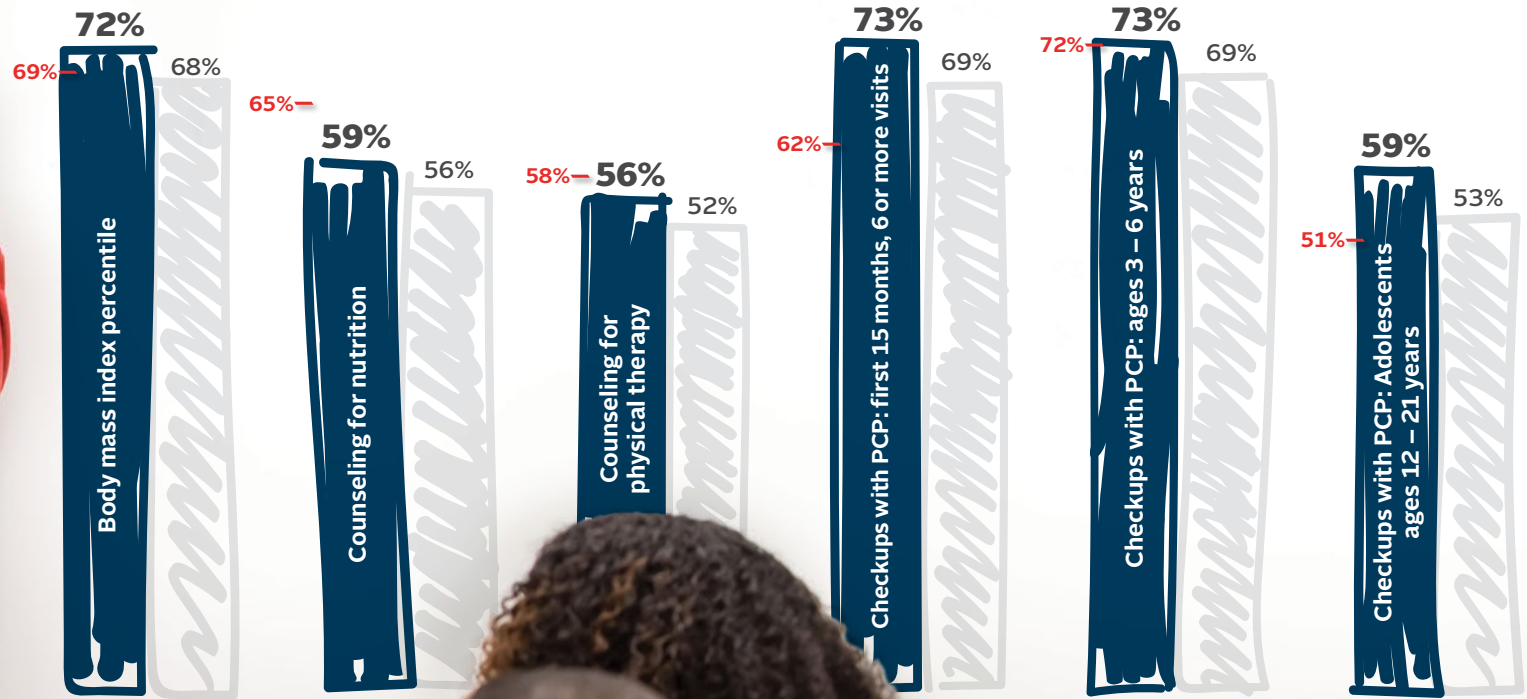
First Choice has helped me through this long journey of caring for my nephew. I was told when he was born that he would be deaf or autistic, but he's a healthy boy and an A/B student. This camp couldn't have come at a better time. Marcus Lattimore just makes it better. It's nice to know people care about these kids.

Susan*, aunt and foster mom to a football camp attendee



*Name has been changed.

HEDIS results: children's care



- % Select Health 2017 results
- % Select Health 2016 results
- Quality Compass 2017 national mean

Putting members' dreams first

Ten-year-old Santos is a First Choice member who loves football, the University of South Carolina Gamecocks, and the Dallas Cowboys. He is just one of thousands of children throughout the state who have benefited from the First Choice Fit program.

Diagnosed with leukemia when he was age 5, Santos has been on quite a journey during the past five years. Thankfully, his treatments have been successful and his leukemia is in remission. His desire to play football took him on a spring Saturday to the Spartanburg Day School and the First Choice Fit Marcus Lattimore Football Camp.

Jennifer Brown, a Select Health Care Manager, helped make this dream come true for Santos. Jennifer has served Santos and his family for two years. She called Santos' mother and arranged for him to attend through a special scholarship available for plan members. Santos' doctors cleared him to participate in the camp. Santos' 7-year-old brother, Antonio, also was a happy camper that day.

Santos and Antonio worked closely with Marcus and the other coaches at various skill stations and activities, including a vigorous tug of war — a camper favorite — that closes out the day. Santos participated in the camp

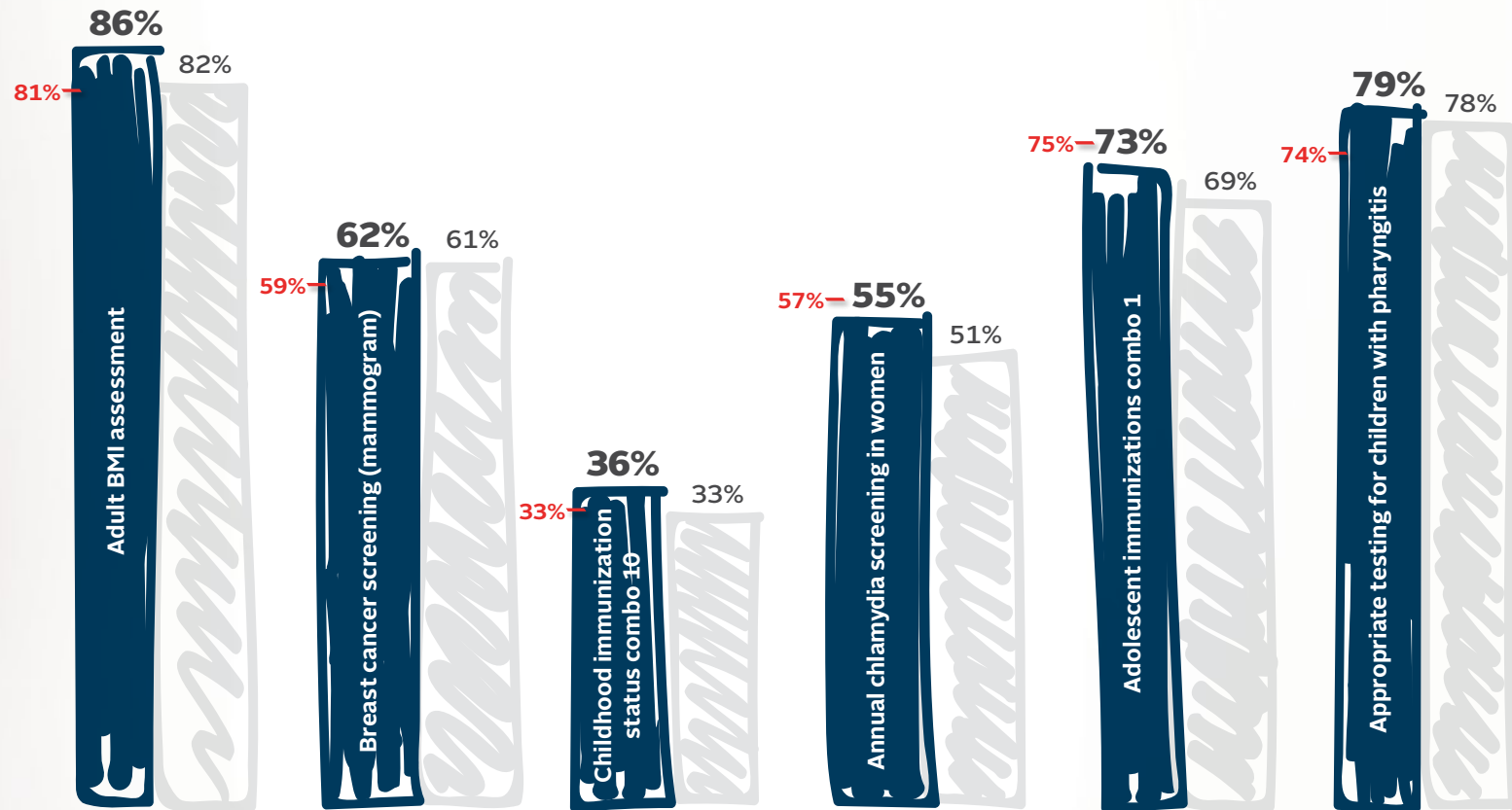
from start to finish. He displayed energy, enthusiasm, athleticism, and sportsmanship. He was the last camper to come off the field at the end.

“Marcus gave a speech about motivation,” said Santos' mother. “He talked about not giving up, pushing forward, and always giving your all — what I've been telling Santos all along. Maybe he now thinks, ‘Mom's right.’” 🍎

Select Health's preventive health education programs like First Choice Fit make a difference for many families in South Carolina. We have seen significant improvements in our yearly HEDIS results from NCQA, health care's most widely used performance measurement tool.

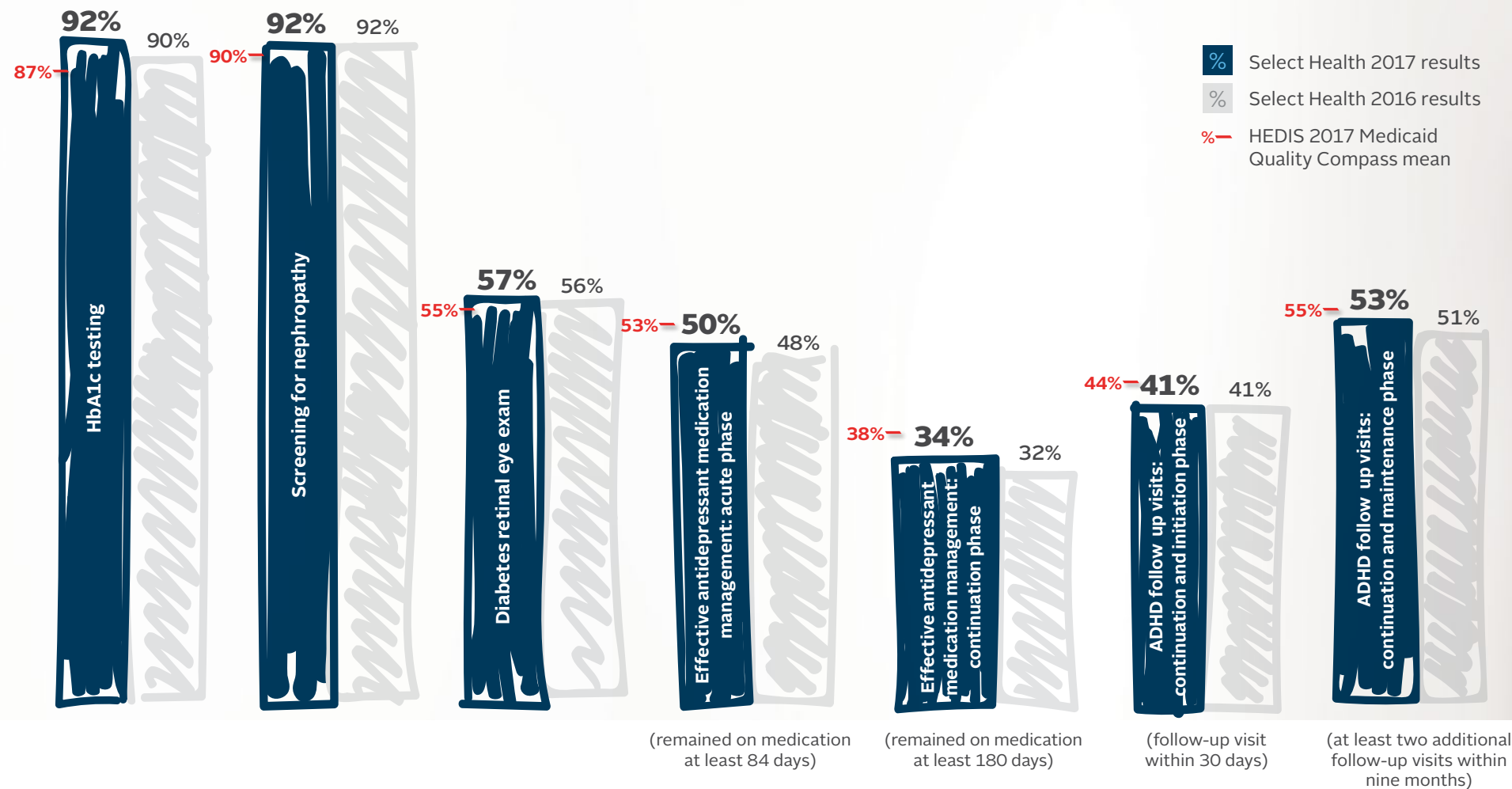


HEDIS results



HEDIS Quality Measures

We put our members' needs first at Select Health and it shows: Our scores in the majority of categories consistently meet or exceed the average HEDIS Quality Measures, an annual nationwide assessment focusing on quality of member care. We have some of the strongest scores in South Carolina — and we are only getting better.



Our associates and providers work together to help ensure First Choice members are getting the care that they need and deserve. We strive to better serve our members to achieve year-over-year improvements. Each year we learn and improve, helping us create a healthier South Carolina. 🍎



Improving Health Through Education

At Select Health, we understand that education is an important social determinant of health. Research shows that individuals with higher levels of education have lower rates of many chronic diseases, are less likely to smoke or be obese, and are more likely to engage in certain preventive health services, compared to those with less education and lower income levels.¹ To increase access to learning opportunities for our members, we are proud to offer comprehensive educational resources to help them reach their learning goals.

The gift of knowledge

Our member education programs include:

- **Member Scholarship program:** Founded in 2010, this program offers collegiate scholarships each year to First Choice members who plan on furthering their education or pursuing a second career.
- **Mission GED:** This program helps members reach their goal of achieving their General Equivalency Development (GED). Participants receive vouchers to

cover GED testing fees and are paired with a program coach to help support and encourage them through their preparation and testing.

- **Reading Assistance program:** To increase adult literacy and improve reading and writing skills among our members, the Reading Assistance program helps connect members to community-based literacy and limited English proficiency programs in their area.

With programs available at all stages of our members' learning journeys, Select Health is proud to support educational development in the communities we serve and further support our members' investments in a healthier future.

Education leads to success

Precious, a First Choice member, became pregnant with her first child during her junior year of high school. Although she wanted to continue her education, she dropped out of school to take care of her baby full time. She thought a lot about going back to school and

applying to college, but found it difficult to find the time and money required to first earn her GED. But then Precious learned about Mission GED.

"I wanted to get more out of life," Precious said. "I didn't want a job; I wanted a career." And Mission GED was there to help.

Thanks to the Mission GED program, Precious put her best foot forward and earned her GED in the summer of 2017. She is now looking to pursue a degree in physical therapy or join a dental assistant program.

It is success stories like these that make First Choice associates so passionate about the work we do.

"I get a tear in my eye every time we receive an application," said Elice Graham, Quality Performance Team Lead, who helps enroll members into the Mission GED program. "I know we're about to change someone's life. It's a joy to work for a company that sees beyond health care and cares for the whole person." 🍏

Source:

1. "Higher Education and Income Levels Key to Better Health, According to Annual Report on Nation's Health," Centers for Disease Control and Prevention, https://www.cdc.gov/media/releases/2012/p0516_higher_education.html (accessed June 18, 2018).



Center of the Community

From Abbeville to York, the cities and counties of South Carolina are rich with history, tradition, and culture. Select Health has been a part of these communities and worked to improve them for more than 20 years. Our associates live and work in the areas we serve, so when we help our neighbors, we're creating a better community for us all.

First Choice Community Center

Our commitment to South Carolina is why we opened the First Choice Community Center in 2009. The center provided local residents, both members and non-members alike, with access to health education, notary services, and SC Thrive's Benefit Bank, which helps people with food assistance, student aid, tax filing, and more. We were the first Medicaid managed care organization (MCO) in the state to open a retail location, and in 2017, we took that commitment to the community one step further.

On December 8, 2017, Select Health opened the doors to its new, expanded First Choice Community Center off Harbison

Road in Columbia. The larger facility offers enhanced amenities, including a children's play area, demonstration kitchen, computer stations, and increased gathering space for meetings and community events, like the annual Jump-Start Back-to-School. Jump-Start Back-to-School events provide health screenings, information, and school supplies to school-aged children. In 2017, during its eighth year, Jump-Start Back-to-School expanded beyond Columbia to several regional events across the state.

The center gives local residents access to a computer center to apply for jobs, write resumes, and other services. The facility also includes a spacious kitchen, suitable for cooking demonstrations, and a designated children's area.

"The First Choice Community Center is designed to serve as a community hub," said Rebecca Engelman, Market President of Select Health. "It is a place to access services and support and is aimed at improving health, wellness, and overall quality of life."

Community partnerships

South Carolina's communities are diverse, with a wide range of health needs. People and programs across the state are doing their part to teach South Carolinians about wellness, and we are proud to work with these groups to educate our members and increase access to vital services.

Select Health works closely with many organizations in the state and nationally to support our members and the community at large, including:

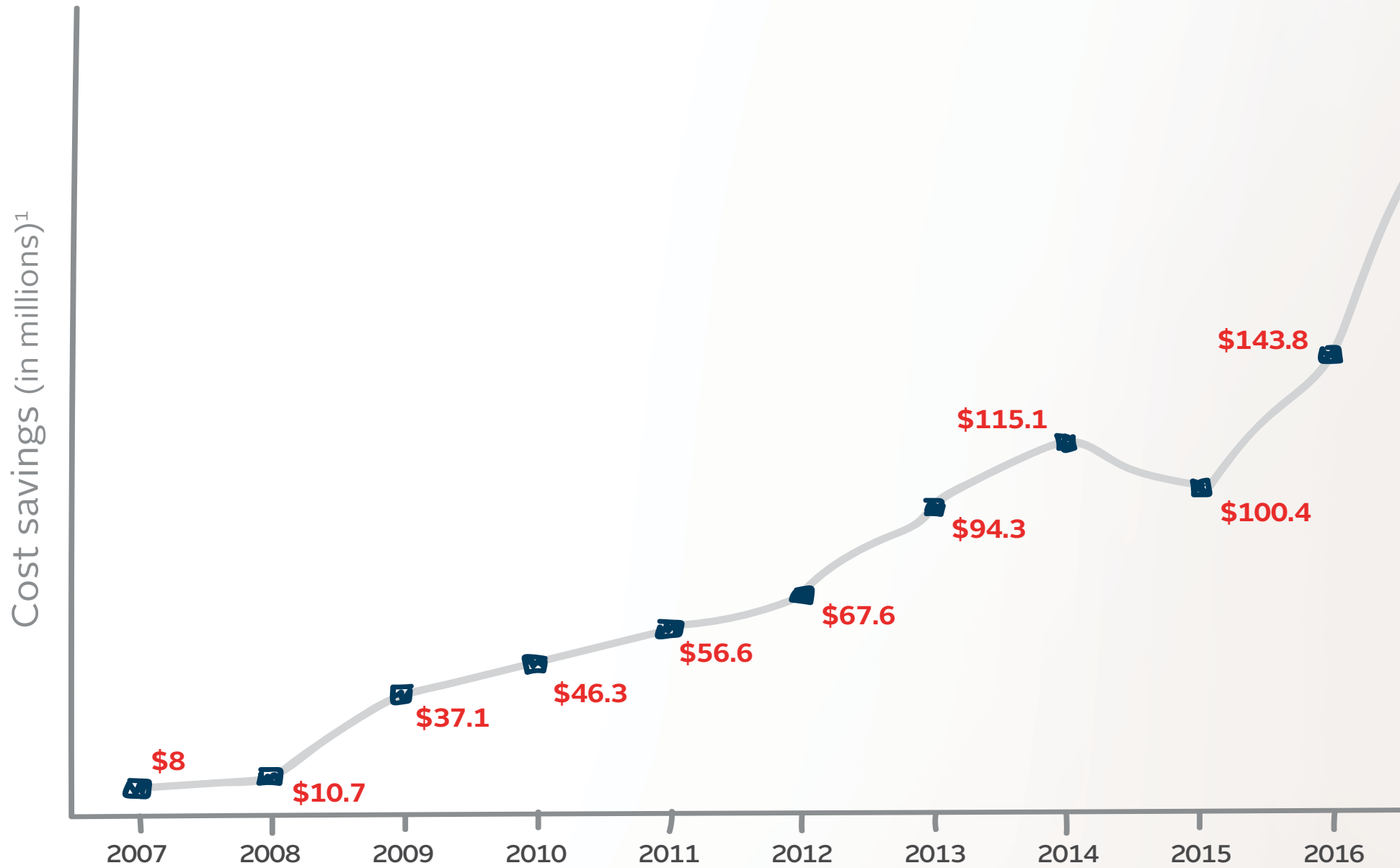
- **Be a Mentor:** This is a North Charleston-based nonprofit organization that connects at-risk children with adult mentors to help them develop life skills to give them the best chance of success in the future. Select Health associates can volunteer their time to Be a Mentor, helping children in the community and developing strong and rewarding bonds that can last for years.
- **Health Empowerment Tour:** Presented by Select Health and AmeriHealth Caritas Partnership, IMARA Woman's Health Empowerment Tour brings health screenings, educational workshops, and professional assistance to women all across South Carolina. Now in its 16th year, more than 8,500 people have attended Health Empowerment Tour events since the program began.
- **Lowcountry Food Bank Cooking Matters:** Select Health works with Lowcountry Food Bank Cooking Matters to offer free cooking classes in communities all over South Carolina. Attendees learn about good nutrition, cooking methods, meal planning, budgeting, and how to cook healthy and delicious food in a hands-on environment.
- **South Carolina Diaper Bank and Community Baby Showers:** The South Carolina Diaper Bank strengthens families by providing a reliable and adequate supply of free diapers and baby items to families in need living throughout South Carolina. Along with our First Choice Community Baby Showers, we are helping children and parents to stay happy and healthy. The program provided more than 1,100 diapers to 500 community members.
- **United Way:** Select Health and AmeriHealth Caritas' 2017 United Way campaign — Together, We Care — was our most successful fundraising initiative yet. Associates from South Carolina and across the enterprise raised \$740,105 last year, and more than \$2 million to date, to support United Way. 🍎



Be a Mentor has given me a great appreciation and an awe of the responsibility each of us has in raising the next generation with sound values around respect, compassion, dedication to one's family, and a desire to make our world a better place in every way we can.

Joel Baumgardner,
Manager of Tech Support,
Select Health of
South Carolina








 \$226.6

2017

Lower Costs, Higher Quality of Care

At Select Health, we are continuously learning how to better serve our members. By using the most effective options available and reducing unnecessary treatment, we are able to offer a better quality of care while controlling costs for the state.

In 2017, we reached new levels of service and cost savings. We saved the South Carolina Medicaid program \$226.6 million — a 58 percent increase over 2016. Since 2010, Select Health has helped achieve more than \$850 million in cost avoidance.¹ 

1. Wakely Consulting was contracted by Select Health to conduct this cost avoidance study for state fiscal years 2010 through 2017. Cost avoidance figures are developed based on a comparison of adjusted historical per capita health care claims and administrative costs for Medicaid fee-for-service program members against the actual capitation or per capita fees paid to Select Health. The difference between the per capita claims costs and the capitation amount paid to Select Health is the estimated cost avoidance achieved by Select Health's participation in the managed Medicaid program.

The Power of Education in Delivering Care

We are steadfast in our encouragement and education of all members as they take steps to improve their health. Some members, especially those with chronic conditions and multiple health concerns, may need additional support to find their way to wellness. That's why our Care Managers work to identify barriers and empower members to take control of their health. Sometimes, those barriers go beyond health care.

Sarah, a First Choice Member in her 50s with chronic obstructive pulmonary disease, diabetes, and high blood pressure, was having trouble adhering to her treatment. "I was having the same conversation with her again and again about her blood pressure and blood sugar numbers, when usually I could educate a member after a few calls," explained Jera Elmore, a Care Manager with Select Health. "She would stop taking her blood pressure medicine when she was light-headed, thinking it was too low. In actuality, her blood sugar was too low and she needed to eat," Jera said.

During one call when discussing her blood sugar numbers, Sarah made a brave admission — she had never learned how to count. "Her parents had stopped sending her to school in second grade after a serious surgery," Jera said. "It was a big deal that she felt comfortable to share that with me."

Without a second thought, Jera set out to teach Sarah the order of numbers. She created a chart numbered from one to 100, mailed it to Sarah, and asked her to call when she got it. "For several months, we just worked on learning to count," Jera said.

With her Care Manager's determined guidance, Sarah began to understand. "It took about a year," Jera said. "I would let her figure it out. Once she got it, she was able to tell me the number and why it was good. She understood what the numbers meant."

"Jera walked me through what my numbers should be, step by step," said Sarah. "I got to

"I was in a really low place. I got to where I didn't care if I was here or not. When I started talking to [my Care Manager], it took a burden off me. I could talk to her when I couldn't talk to anyone. She got to feeling like a sister to me."

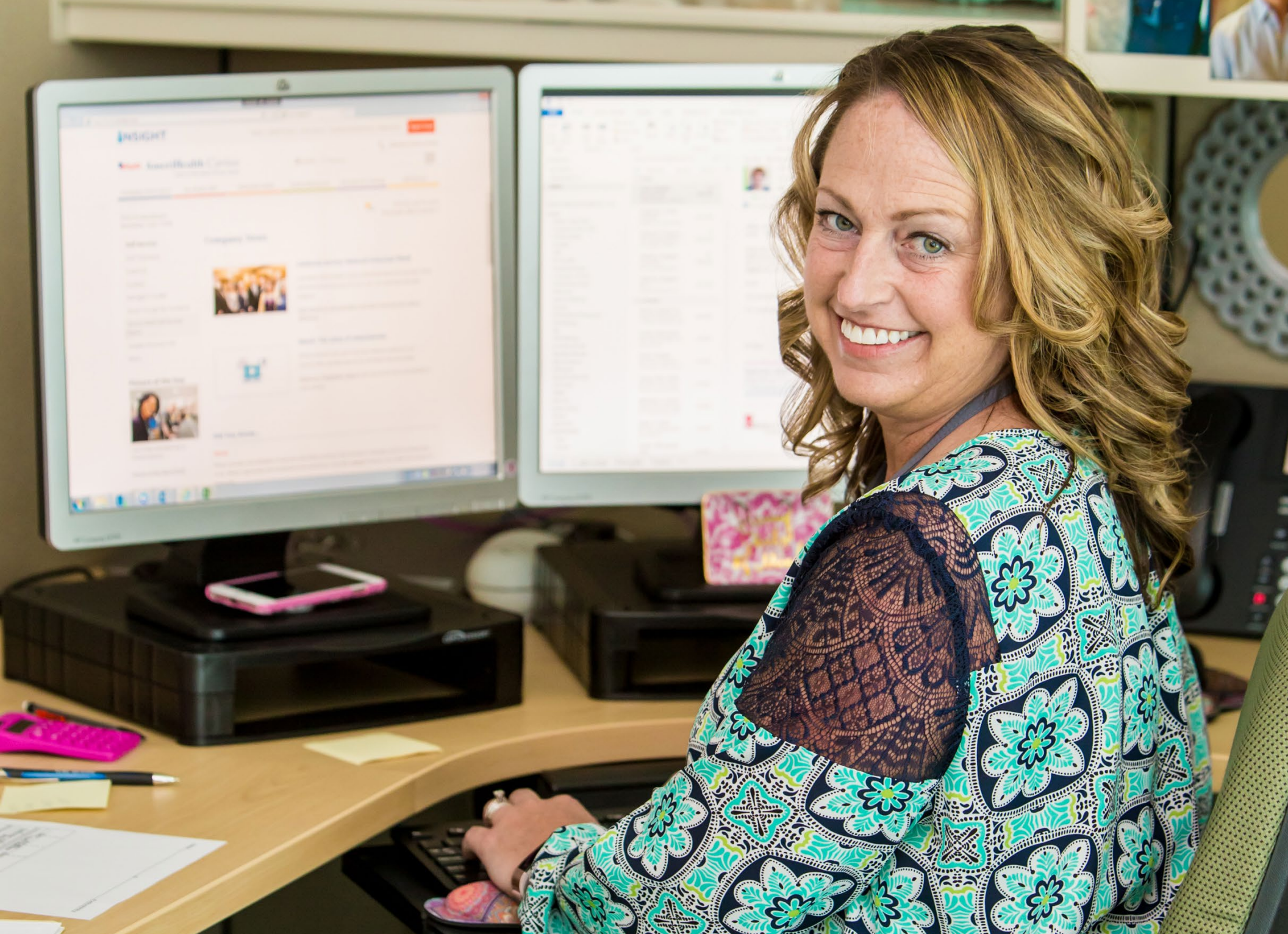
– Sarah, First Choice member

where I remembered everything she told me, and knew what my heart rate, blood pressure, and blood sugar numbers should be."

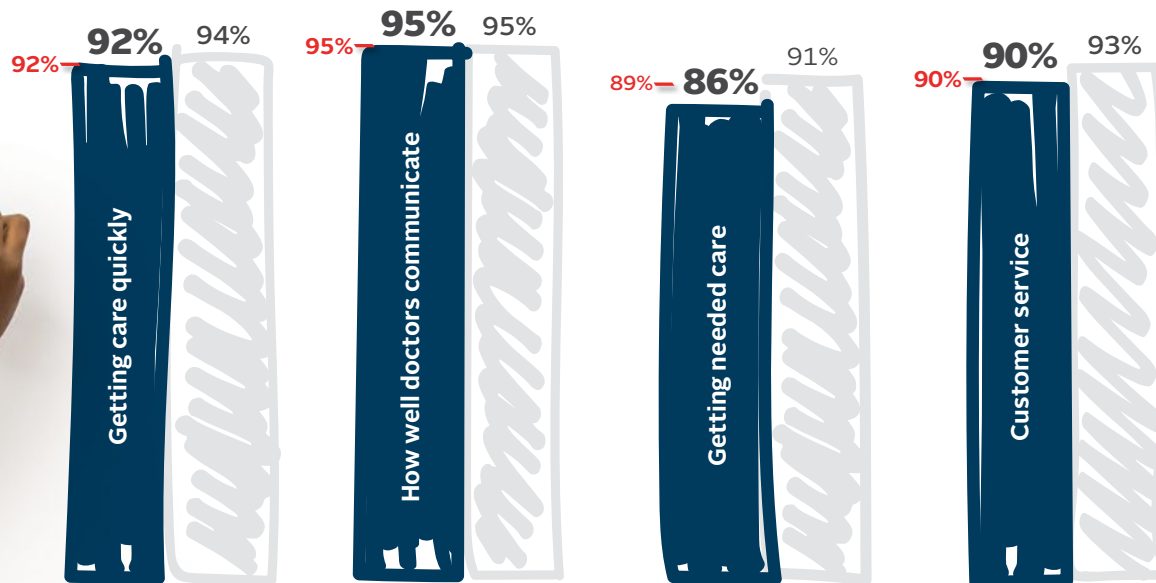
Today, Sarah understands her health, feels better, and has lost weight. Her primary care provider reports that she brings her number charts to every appointment. "I try to manage it myself now," Sarah said.

According to Sarah, Jera's educating and encouragement helped her conquer something much bigger than numbers. "She changed so much in my life," Sarah said. "She's brought me through a lot. I was in a really low place. I got to where I didn't care if I was here or not. Jera listened. When I started talking to her, it took a burden off me. I could talk to her when I couldn't talk to anyone. She got to feeling like a sister to me."

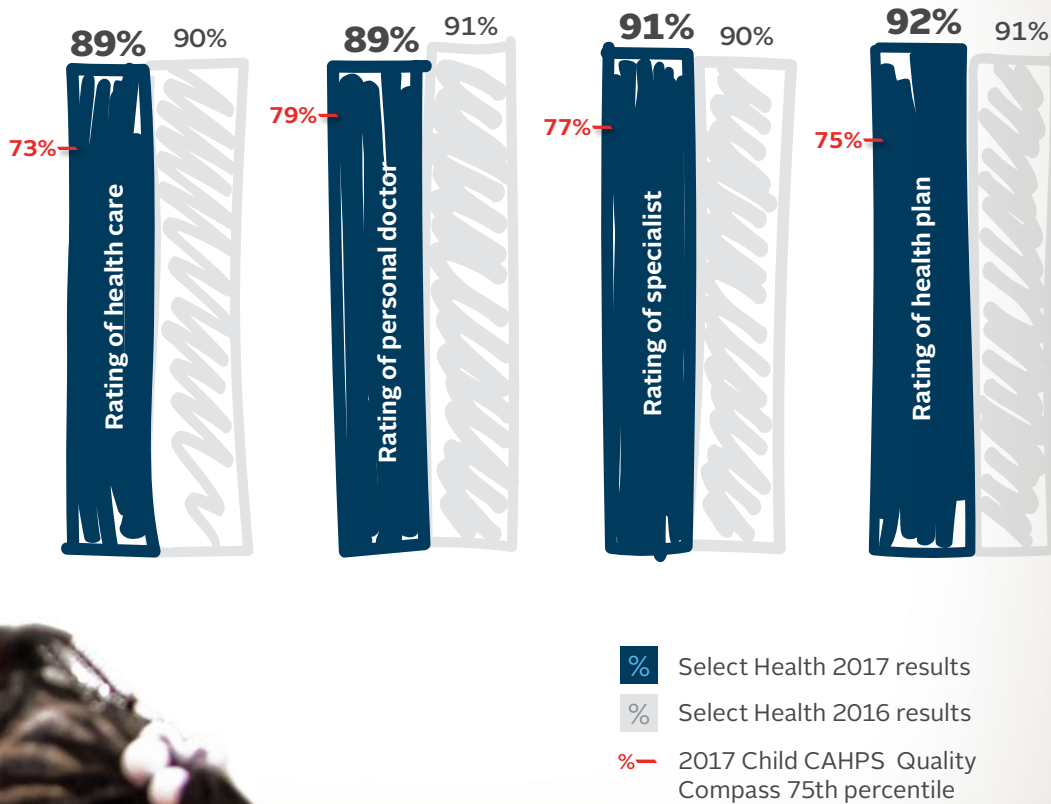
For Jera, being able to teach Sarah was an important tool for reaching their goal. "I met her there," she said. "The end goal is to be healthy and understand how to get there." Thanks to her new education, Sarah has a better understanding of her health and is taking a role in getting where she wants to be. 🍎



Composite measure



Overall rating measures



Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

The CAHPS survey collects and reviews patient opinions on health care experiences for the Agency for Healthcare Research and Quality. This makes the CAHPS survey one of the most important tools for Select Health, because it shows us the opinion of the people who matter most: The members we serve every day.

That's why we are proud once again to meet or exceed the 2017 CAHPS Quality Compass 75th percentile for most measures, including all of the overall rating measures. Putting our members' needs first is just one more reason why Select Health is South Carolina's first choice for care. 🍏



Helping Our Provider Partners Deliver Best-in-Class Care

If care is the heart of our work at Select Health, then our providers are the lifeblood. Our provider partners are instrumental in the delivery of Select Health's best-in-class care.

While all our providers deliver the best care possible, many of them go above and beyond the call of duty. These provider champions exemplify the spirit of Select Health, working to promote education, civic responsibility, and good health. Not only do these health care professionals provide members with the care they need, they teach them about what we all can do to help South Carolinians live healthy lives.

Select Health is proud to recognize just a few of our many providers for their efforts



The staff at Beaufort Pediatrics. Front row: Joseph Floyd, M.D.; William Martin, M.D.; and Lawrence Coleman, M.D. Back row: Kimberly Martin, M.D.; Jill Aiken, M.D.; Kristin Dalton, N.P.; Iselyn Hamilton, N.P.; Yolanda Dreier, M.D.

to create a healthier South Carolina and champion important initiatives for prenatal care and youth wellness.

Joseph "Chip" Floyd, M.D.

Beaufort Pediatrics, Beaufort, South Carolina

Dr. Floyd believes every child deserves the best chance to succeed. Not only does he and the staff at Beaufort Pediatrics regularly reach members through wellness visits, phone calls, and reminder cards, but they also work outside the office walls to help South Carolina's children. The practice sponsors multiple programs in the area, including the Beaufort Youth Orchestra, PALS Sports, the March of Dimes, Hope Haven, Girl Scouts, and Boy Scouts. Dr. Floyd and his staff also participate in Reach Out and Read, a nationwide program that provides free books and encourages families to read aloud together, to foster an interest in reading. "We strongly encourage our parents to put down their cell phones, turn off video games, and read to their children," Dr. Floyd said. "This leads to a win-win for everybody."



Sami Baqir Elhassani, M.D. (Credit: Tim Kimzey/Spartanburg Herald-Journal.)

Sami Baqir Elhassani, M.D.

Mary Black Health System, Spartanburg, South Carolina

"Each baby is important," Dr. Elhassani said. As the Director of Neonatology at Mary Black Memorial Hospital, he has lived that mission by caring for babies in Spartanburg for 43 years. As one of the first neonatology fellows in the country, Dr. Elhassani has written more than 100 articles and delivered 30 scientific presentations on the care of children. His thought leadership on pediatrics led to him being named the D.C. Hull Physician of the Year by the Spartanburg County Medical Society.

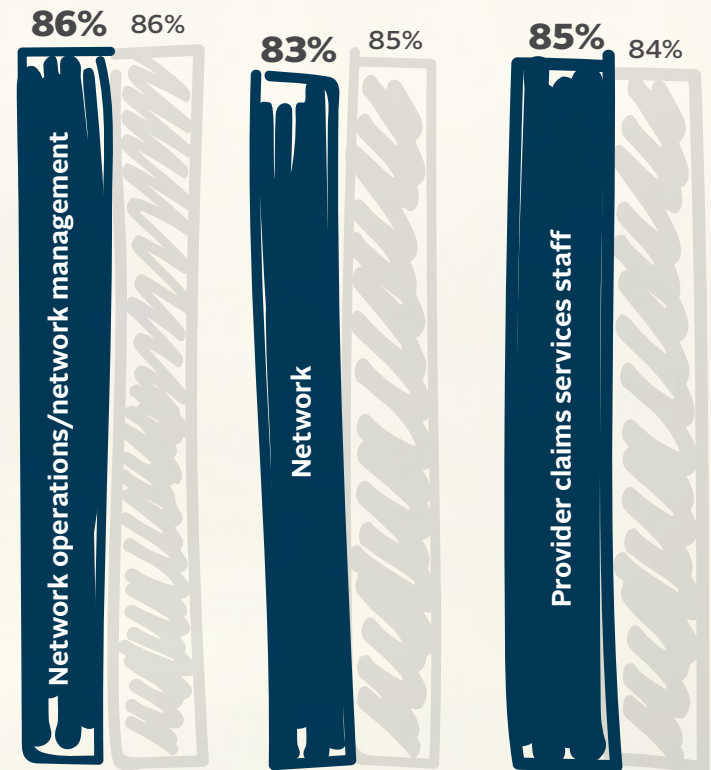
Provider Satisfaction Report

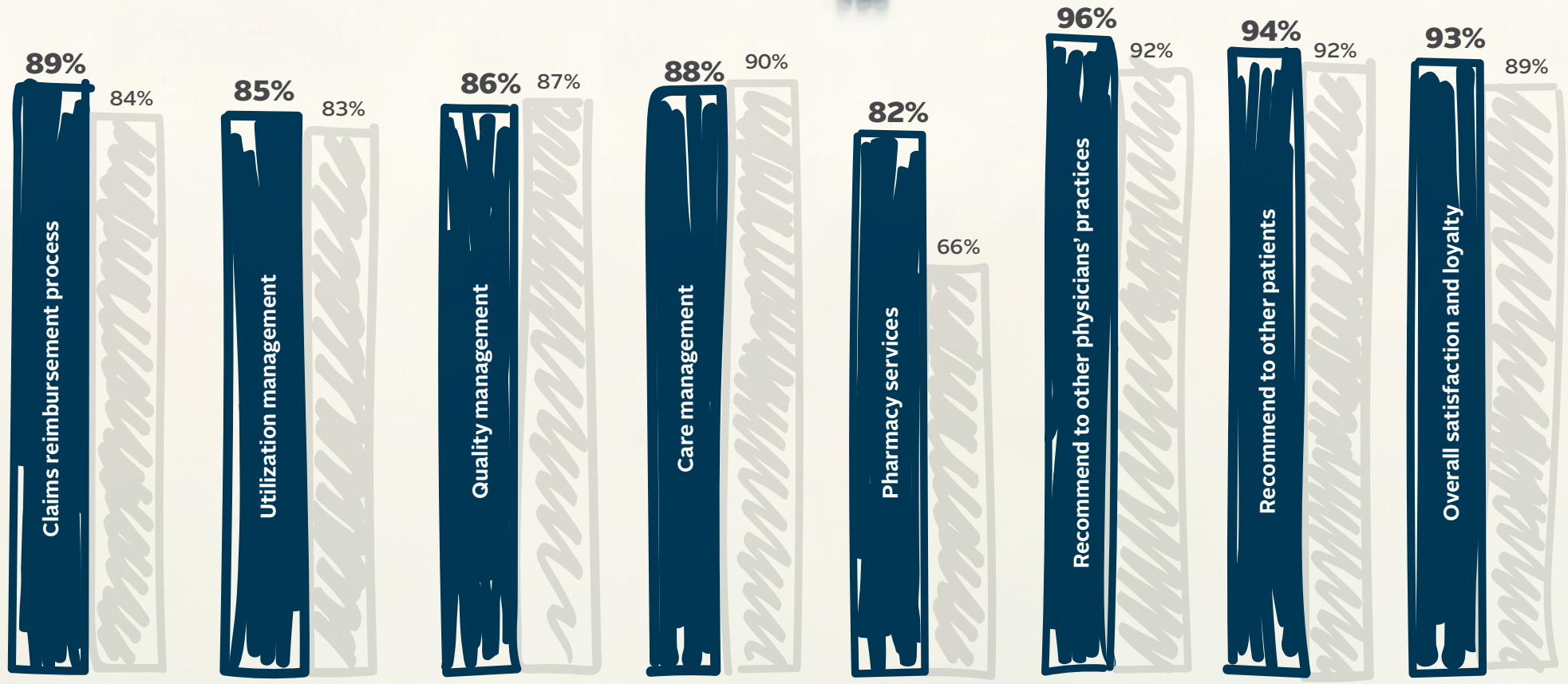
Our relationships with our providers are as important as our relationships with our members. With more than 10,000 provider partners across South Carolina, Select Health maintains one of the strongest networks in the state. That strength comes from our providers, and just as we support them, they support us: Our ratings in an independent provider satisfaction survey are higher than the average across all categories.¹ Most importantly, 94 percent of providers would recommend Select Health to their patients, and 96 percent would recommend us to other providers. 🍏

Source:

1. Statistics sourced from a provider satisfaction report produced by SPH Analytics, Duluth, Georgia.

📊 Select Health 2017 results
📊 Select Health 2016 results







South Carolina United in Teal & White: Together We Care

Cancer affects people in all walks of life, and in South Carolina the risks for cancer can be even higher than other states. Statistics for 2013 reported by the South Carolina Department of Health and Environmental Control rank the state 15th in the nation for incidences of cervical cancer and 12th for cervical cancer mortality.¹ African Americans, who make up more than a quarter of South Carolina's population, are at even higher risk, with African American women more likely to die from cervical cancer disease than any other group.^{2,3}

Faleshia Jones, Select Health's Director of Quality Improvement from 2012 to 2017, understands how serious an issue cervical cancer is for women in South Carolina. She also knows firsthand the importance of cervical cancer screening and early detection — it saved Faleshia's life. Her experience inspired her to co-found South Carolina United in Teal & White, a statewide coalition of Medicaid MCOs and commercial insurers, citizens, government agencies, and health care and advocacy organizations collaborating to support cervical cancer education and prevention. "This initiative will be a success if just one person is saved," said Faleshia.

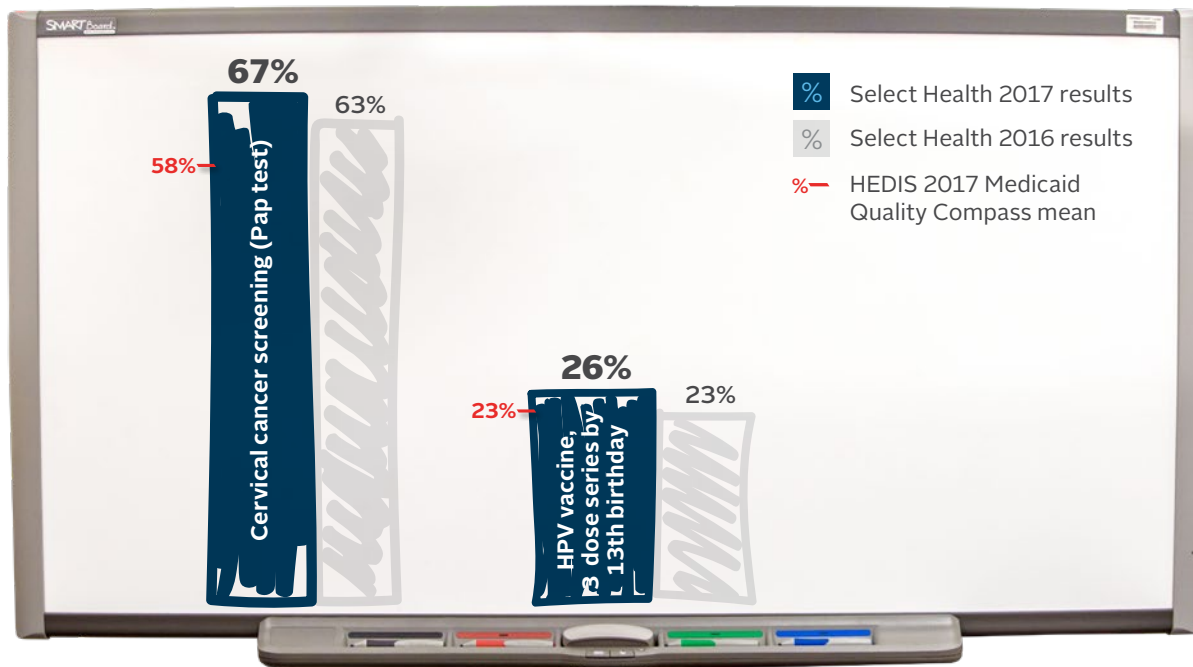
One goal of South Carolina United in Teal & White is to educate people about the human

papillomavirus vaccine that helps prevent cervical cancer and the screenings that aid in early detection of the disease — when treatment is most effective.

The coalition also serves as a platform for encouraging everyone across the state to support cervical cancer education and prevention. Nearly 200 volunteers from South Carolina United in Teal & White gathered on the steps of the State House in Columbia on January 18, 2017, during national Cervical Cancer Awareness Month. South Carolina's five Medicaid MCOs joined forces for the event, in addition to the South Carolina Department of Health and Human Services, American Cancer Society, and other partners.

Several Select Health associates played prominent roles during the January event, including Faleshia, Kimberley Wilson, Senior Community Health Navigator, and Rebecca Engelman, Market President. "I'm excited about our partnership's energy and momentum," Faleshia said.

These varied groups came together to not only spread the message, but also to demonstrate support for survivors of the disease. During the event, it became clear that the message of South Carolina Teal & White was being heard and carried by people



from all walks of life. "I was surprised at the number of husbands who participated and wanted to give their support," said Kimberley, who serves on the Executive Board of Cervical Cancer-Free South Carolina. With that kind of support pouring in across the state, the coalition's mission of increasing awareness about HPV and cervical cancer is already happening. Together, we can build a healthier tomorrow. 🍎

Preventive health education initiatives are making a difference in reducing cervical cancer. Yearly HEDIS results from NCQA show an increase in prevention measures among First Choice members.

Sources:

1. "Cervical Cancer in South Carolina," South Carolina Department of Health and Environmental Control, www.scdhec.gov/Health/DiseasesandConditions/Cancer/Cervical (accessed June 18, 2018).
2. "QuickFacts, South Carolina," United States Census Bureau, www.census.gov/quickfacts/SC (accessed June 18, 2018).
3. "Cancer Disparities," National Cancer Institute, www.cancer.gov/about-cancer/understanding/disparities (accessed June 28, 2018).



We commend the Medicaid managed care organizations for working together to raise awareness on the importance of cervical cancer screenings. Collaboration is the best way to maximize impact and improve health outcomes.

Christian L. Soura, former Director, South Carolina Department of Health and Human Services





An Award-Winning Workplace

For the 10th consecutive year, Select Health was named one of Best Places to Work in South Carolina, and for good reason.¹ We have comprehensive associate wellness programs, robust associate benefits, and a strong mission our associates align with and value.

Some of our associate benefits include:

- Personal and professional development.
- Education assistance, including tuition reimbursements.
- Access to fitness classes and various health screenings.
- Mentorship and community volunteer opportunities.

Select Health participates in the Charleston Healthy Business Challenge, which strives to create a culture of health and well-being in the workplace. And in 2017, Select Health received several “Platinum” awards by Working Well, founded through the support of The Duke Endowment and managed by the South Carolina Hospital Association. Select Health’s 2017 recognition of workplace excellence included meeting best practice standards in Wellness Culture, Risk Assessment & Outreach, Emotional & Mental

Wellbeing, Financial Wellbeing, Incentives & Communication, and Evaluation.

“Select Health has a robust associate Wellness Program that offers something for everyone. It has motivated me to incorporate healthier practices in my life, like daily walks. Not only did I lose weight, I have continued to build on my healthy choices and become a true advocate for workplace wellness. I am down a total of 20 lbs. with my goal weight in sight.”

– **Dustin Brookshire, Manager of Compliance and Associate Wellness Committee member, Select Health of South Carolina**

By supporting the personal health and education goals of our associates, we generate a more empowered and energized workplace. 🍏

Source:

1. “2017 Best Places to Work in South Carolina,” Best Places to Work in South Carolina, http://www.bestplacetoworksc.com/index.php?option=com_content&task=view&id=55 (accessed June 18, 2018).





Bringing Health and Education Full Circle

Knowledge is key to health care. Just as we educate our members about healthy living, their conditions, and care options, we encourage our associates to learn and better themselves.

Samuel Bellamy, a Community Health Navigator with Select Health, exemplifies this spirit. In his role, Sam visits First Choice members in the field, going to their homes to help them learn about their health and connect them to resources.

Last year, while Sam was spending his days teaching members, he was spending his nights improving his own education through Southern New Hampshire University's (SNHU's) College for America program. AmeriHealth Caritas and Select Health work with SNHU to offer our associates tuition assistance for specialized programs in several different fields. This allows working adults to pursue degrees online at their own pace. AmeriHealth Caritas has also worked with other universities, including Peirce College, to further increase access for associates to reach their educational goals.

Through hard work and commitment, Sam became the first Select Health associate — and the first associate from the AmeriHealth Caritas family of companies — to graduate

from the College for America program, receiving both his Associate and Bachelor of Arts degrees in Health Care Management. “I’ve gone to school several times previously, but life always got in the way,” Sam explained. “With College for America, it was a prime opportunity to finish something I started.” After completing his bachelor's degree, Sam enrolled in Liberty University to pursue a Master of Public Administration degree.

Although he's still pursuing his graduate degree, Sam finds time to give back to his community. Inspired by his own children, in October 2017 Sam wrote and published *Hidden Gems*, an activity book that helps kids and parents learn important life lessons. He hopes the book can impart his love of reading and learning to the next generation. “Reading and literacy are critical for our neighborhoods and communities,” he said. “That became apparent to me when I started learning about health literacy. There are a lot of adults who have deficiencies in their comprehension, and that can trickle down to their children.”

As he has learned more through his studies, Sam has also learned what he wants to do in the future: help improve the lives of his fellow South Carolinians through public policy. “There are a lot of policies related to health

care that affect our communities and may be damaging to our members,” Sam explained. “Sometimes the people making these rules aren’t in our communities and they don’t see the effects of those policies. I’d like to teach them about what’s going on and help change that.”

For Sam and for Select Health, everything comes back to the community. When our associates improve their education, they learn new skills to better serve our members, and they can pass on what they've learned. By creating more learning opportunities for associates, we're able to teach South Carolina the values of health and education. “That's what's most important to me,” Sam said. “Select Health's commitment to the community sets us apart from all the other health plans.” 🍎





Notice of Non-Discrimination

First Choice by Select Health of South Carolina complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. First Choice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Language Services

If your primary language is not English, language assistance services are available to you, free of charge. Call **1-888-276-2020** (TTY: **1-888-765-9586**).

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-276-2020** (TTY: **1-888-765-9586**).

إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-276-2020** (رقم هاتف الصم والبكم: **1-888-765-9586**). (TTY: **1-888-765-9586**).



2018 REPORT TO THE COMMUNITY

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