

Select Health of South Carolina

EVERY STEP OF THE WAY

2019/2020 REPORT TO THE COMMUNITY



Select Health of South Carolina
is an AmeriHealth Caritas company.





EVERY STEP



O F T H E W A Y



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About Us

Select Health of South Carolina

25 YEARS

25 years of high-quality health care



Operates the top-rated Medicaid health plan in South Carolina, First Choice¹



First health plan in the state to earn the National Committee for Quality Assurance (NCQA) Multicultural Health Care Distinction



Named one of the "Best Places to Work in South Carolina" 12 years in a row²

FirstChoice
VIP CARE PLUS
by Select Health of South Carolina

Offers First Choice VIP Care Plus to help improve care for people eligible for both Medicare and Medicaid

600




Employs nearly 600 associates in locations around the state



Recommended by nine out of 10 providers²

More than 22,000



Robust network of over 22,000 providers



AmeriHealth
Caritas
Care is the heart of our work

Part of the AmeriHealth Caritas Family of Companies — one of the nation's leaders in health care solutions for people in need — operating in 12 states and the District of Columbia

Sources:

1. First Choice by Select Health is rated higher by network providers than all other Medicaid plans in South Carolina, according to an independent provider satisfaction survey conducted by SPH Analytics, a National Committee for Quality Assurance-certified vendor, November 2019.

2. Best Places to Work in South Carolina, <https://www.bestplacetoworksc.com/Winners>.



A Message From the Chairman and CEO



Last year brought positive change to the managed care community as the focus intensified around the vital role of the social determinants of health in a person's overall wellbeing. AmeriHealth Caritas proudly led many conversations about how a gap in access to basic needs, such as jobs, education, food, housing, and social supports, can trigger health disparities, which, in turn, can propel someone into a cycle of dependency that is difficult to climb out of without a helping hand.

For more than 35 years, we have been that helping hand with a mission to help people “get care, stay well, and to build healthy communities.” We have long taken an integrated approach to health care, knowing that physical health is only one part of the equation. Today, our Next Generation Model of Care includes supports for physical, behavioral, pharmaceutical, and social needs, and at the center of this whole-person approach are the social determinants of health.

As a national leader in Medicaid managed care solutions, we believe our model, with its focus on our members' individual circumstances, along with our commitment to meeting them where they are, will showcase how access to the basic resources that we all need to thrive, improves a person's ability to overcome health disparities and achieve a higher quality of life — including for many, a pathway to prosperity and maximum independence.

In this report, we are proud to highlight how our whole-person approach is serving members throughout the state by providing access to far more than clinical care. Through partnerships with community organizations, local businesses, state government, and many caring individuals, we are addressing the various social issues that affect a person's health, including healthy lifestyles, support networks, education, and technology supports.

Caring for our nation's most vulnerable citizens is more than a company tradition — it is our mission as we work to help people get care, stay well, and to build healthy communities. AmeriHealth Caritas is proud to advance this legacy and with a commitment to put care at the heart of our work, help build a healthier South Carolina.

All the best,

A handwritten signature in black ink that reads "Paul Tufano". The signature is stylized and cursive.

Paul Tufano

Chairman and CEO, AmeriHealth Caritas



A Message From the Market President

On behalf of Select Health of South Carolina, I am proud to share our 2019 Report to the Community. This report celebrates our achievements, working in collaboration with health care providers and community partners to improve our members' health and quality of life through education, special programming, and extensive outreach and support. Together, we create a unique and transformative dynamic that empowers individuals and communities on the journey to wellness.

Health care is constantly changing and Select Health is ready to lead the way as we continue our transformation to the Next Generation Model of Care. This is our strategy and framework for advancing whole-person health care through an integrated, holistic approach that includes assessing the social determinants of health to improve health outcomes. This means looking beyond physical health to see the person's life experience — both within the health care system and in the environment — and placing our members and their caregivers at the center of all that we do.

For example, one of the things you'll read about in this year's report is the unique opportunity Select Health associates had to participate in a poverty simulation to better understand the day-to-day challenges facing many First Choice plan members. It was a strong reminder that individuals living in poverty encounter daunting challenges on a daily basis just trying to survive and deserve to be treated with dignity and respect. You'll also learn about the great work we do helping to remove barriers, increase access to care, and advocate for the foster care community in South Carolina.

We will also share with you some of the outstanding work, such as caregiver retreats and dementia communication workshops, being done by First Choice VIP Care Plus, our health plan designed for members who are dually eligible for Medicare and Medicaid. This is an important chapter in our story — we meet members where they are so we can walk with them toward improved health outcomes and overall quality of life.

This year's annual report is especially meaningful for me as it is my first as Market President. I assumed this role in July 2018 when Rebecca Engelman became Regional President for the AmeriHealth Caritas Family of Companies, of which Select Health is a member. For the past 10 years, I've served Select Health and AmeriHealth Caritas in various roles and have had the privilege of watching us grow and evolve.



I'm very grateful to be part of a tradition of excellence and unwavering commitment to our guiding mission — helping people get care, stay well, and build healthy communities. I have a spirit of gratitude seeing how our associates — our most valuable resource — pour their hearts into our mission. And I thank our government, provider, and community partners for continuing to recognize Select Health's loyalty and competence in serving the people of South Carolina.

To your health,

Courtney Thompson

Courtney Thompson
Market President, Select Health of South Carolina

Care at Every Stage of a Member's Pregnancy

With more than 20% of all births in 2018 in South Carolina managed by Select Health,¹ our work addressing infant mortality and preterm births has made — and continues to make — a big impact in the South Carolina Birth Outcomes Initiative and plays a key role in the health of moms and babies statewide.

Bright Start® maternity management program

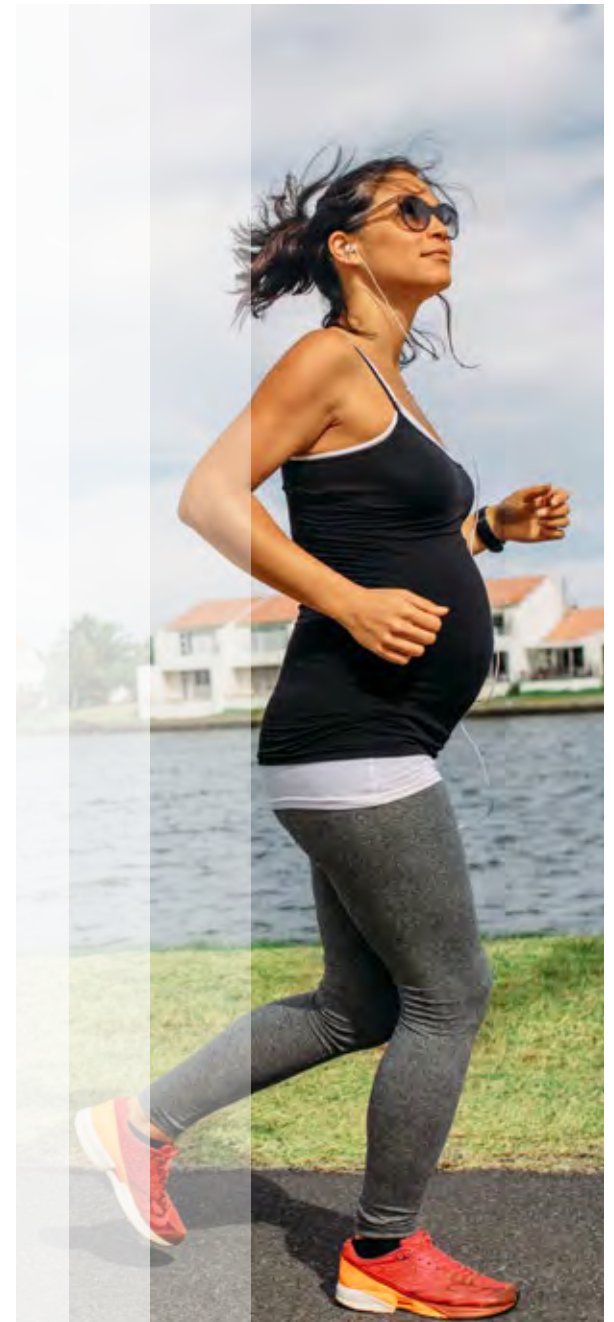
First Choice helps moms-to-be make healthy choices for themselves and their unborn babies through the Bright Start program. Each woman enrolled in Bright Start receives an introductory phone call from our Bright Start staff and a packet of educational information tailored to the expectant mother's specific needs. Throughout the pregnancy, members also have access to specialized prenatal care management with a dedicated team to help advocate for the mom-to-be and coordinate medical care and social services she may need.



March of Dimes

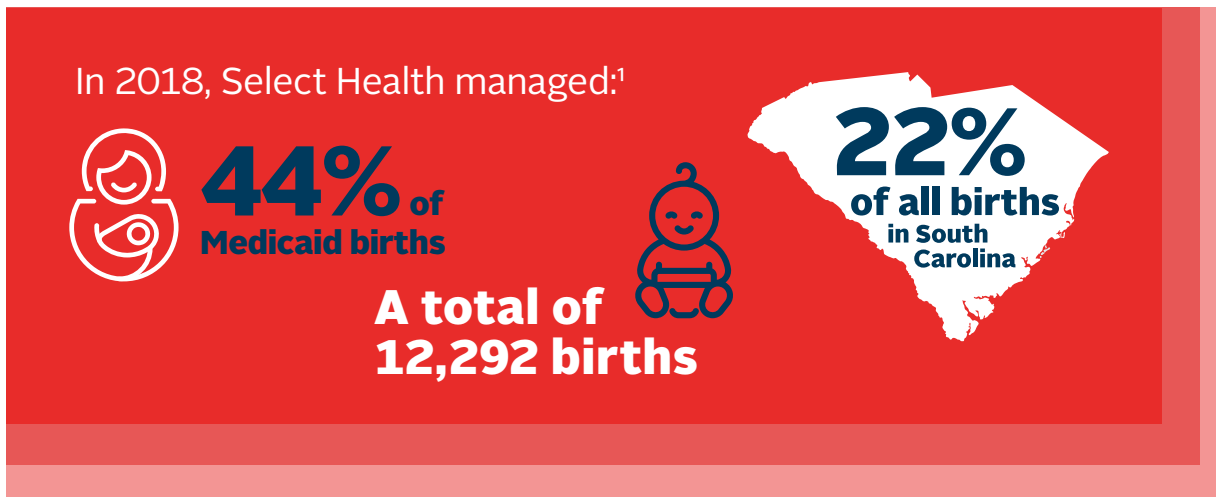
Select Health is a long-standing Premier Prematurity Campaign partner of the South Carolina Chapter of the March of Dimes. This close relationship with a leading organization focused on the health of moms and babies has helped us raise awareness of the risks of premature birth and empower women to make choices that lead to healthy, full-term babies.

1. "SCAN Birth Certificate Data," South Carolina Department of Health and Environmental Control, November 2019, <http://scangis.dhec.sc.gov/scan/bdp/tables/birthtable.aspx>.



“We really enjoy our working relationship with Select Health. They innovatively collaborate care with our OB patients and provide excellent resources for pregnant women.”

— Dr. Christopher Benson, Beaufort Memorial OB/GYN



Provider collaborations

Select Health closely partners with our network providers and OB/GYNs to improve the health and education of our members of childbearing age. Select Health supports our more than 470 individual OB/GYNs in ways that help prevent preterm births and by educating members about the importance of birth spacing and preconception health. CenteringPregnancy prenatal care groups support pregnant moms with a common goal of healthy pregnancies and full-term babies.

Prenatal and postpartum HEDIS® results

Category	Select Health HEDIS 2019	Select Health HEDIS 2018	Select Health HEDIS 2017	2019 Medicaid Quality Compass 75th percentile
Timeliness of Prenatal Care	88%	91%	90%	88%
Postpartum Care Between 21 – 56 Days After Delivery	71%	78%	75%	66%
Checkups With Primary Doctor, First 15 months: 6 or More Visits	79%	73%	73%	72%

Regional baby showers

First Choice members can find valuable, in-person support and guidance at Select Health’s regional baby showers, held in various counties throughout the state. These showers are a way to reward our members for making healthy decisions during pregnancy, including completing prenatal visits. At the showers, new moms and moms-to-be learn the importance of regular prenatal care and postpartum care; infant sleep safety; stress management; nutrition; and effective parenting. These fun and engaging events are a great way for women to come together and support each other in healthy pregnancies and joyful motherhoods.

Stepping Stones to a Healthy Childhood for a Healthier Life

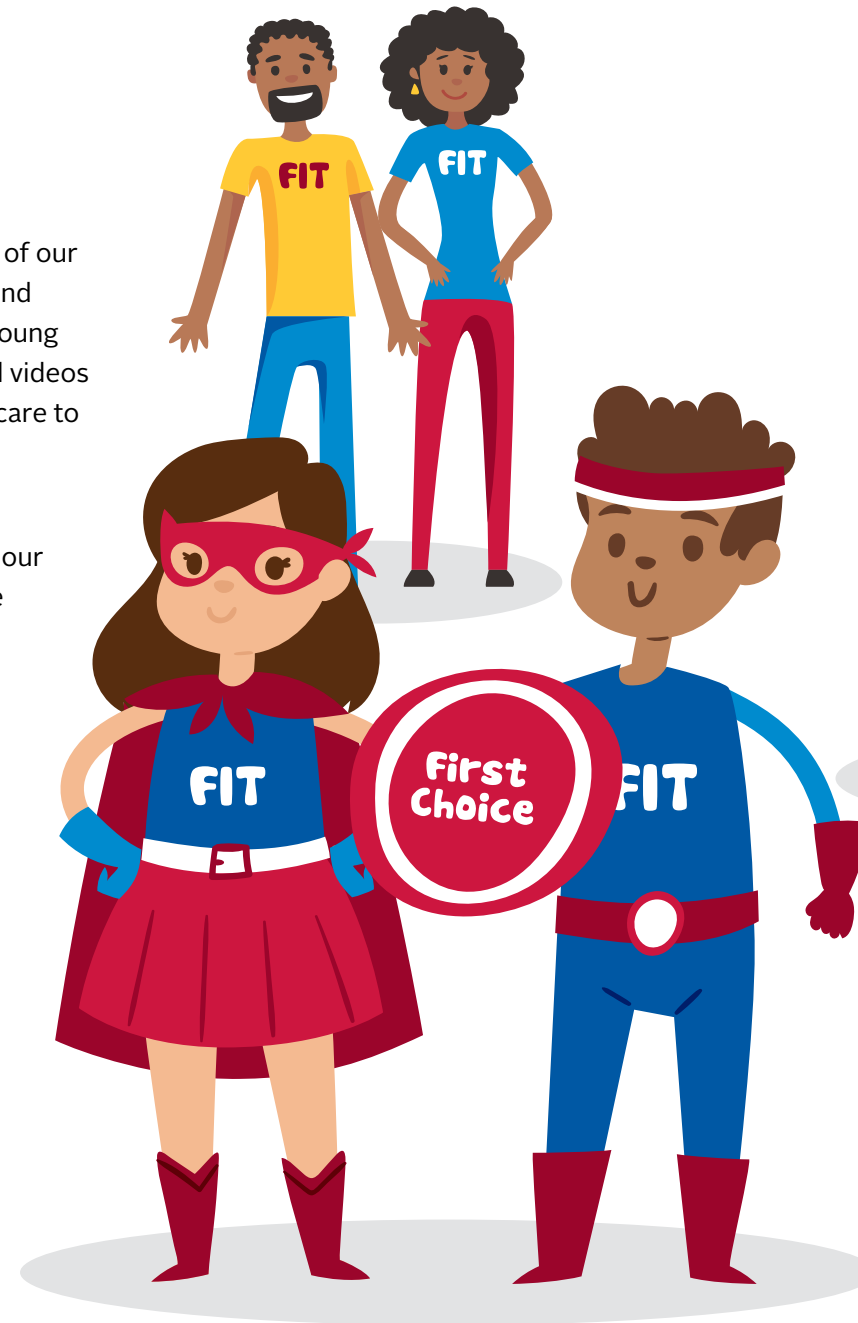
First Choice Fit®

Since 2013, Marcus Lattimore has been an avid supporter of First Choice and an integral part of our Select Health family. A former running back for the University of South Carolina Gamecocks and San Francisco 49ers, Marcus leads our First Choice Fit program and acts as a role model for young members. By way of youth fitness camps, targeted communication materials, and educational videos on healthy eating and exercise tips, Marcus has helped promote healthy living and preventive care to First Choice members and their families in fresh, fun, and engaging ways.

This year, First Choice Fit introduced a few more players to their team roster — illustrated superheroes, along with a cast of villains like germs and couch potatoes. Included throughout our First Choice Fit materials and various health-related resources, Select Health and First Choice continue to find new ways to keep kids, teens, and parents actively engaged in their health.

“I’m part of the First Choice Fit campaign because I love South Carolina. 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.”

— Marcus Lattimore





“I really liked the [First Choice Fit] camp and we had fun learning new stuff. I like every kind of sports, and being strong and healthy. I’m First Choice Fit!”

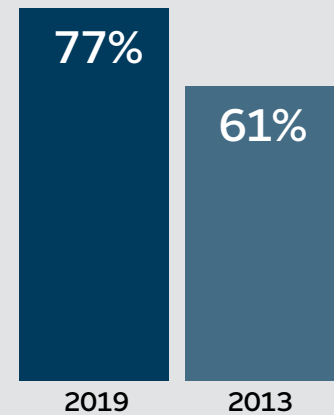
— Abril Carreon, age 8



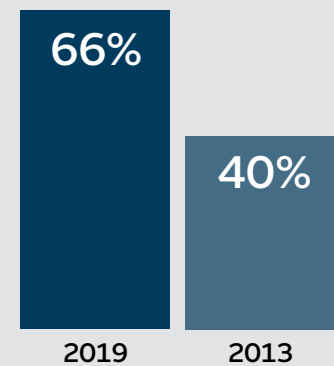
Illustrated superheroes and other characters encourage First Choice Fit kids, teens, and parents to take charge of their health.

Since the inception of our First Choice Fit program in 2013, there has been an overall increase in annual well child/adolescent visit HEDIS ratings for our First Choice members in the following age groups:

Ages 3 – 6 years



Ages 12 – 21 years



First Choice **FIT** 1,800 since 2014

First Choice Fit camp has served more than 1,800 children and their families since 2014.



*Marcus Lattimore,
former University of
South Carolina star
running back and
San Francisco 49er.*

Select Health's efforts to promote well-being and preventive health among our young members reach across the state, as reflected in our Jump-Start Back-to-School events and First Choice Fit football camps attended in total by nearly 16,000 children and families since 2009.

JUMP-START BACK-TO-SCHOOL



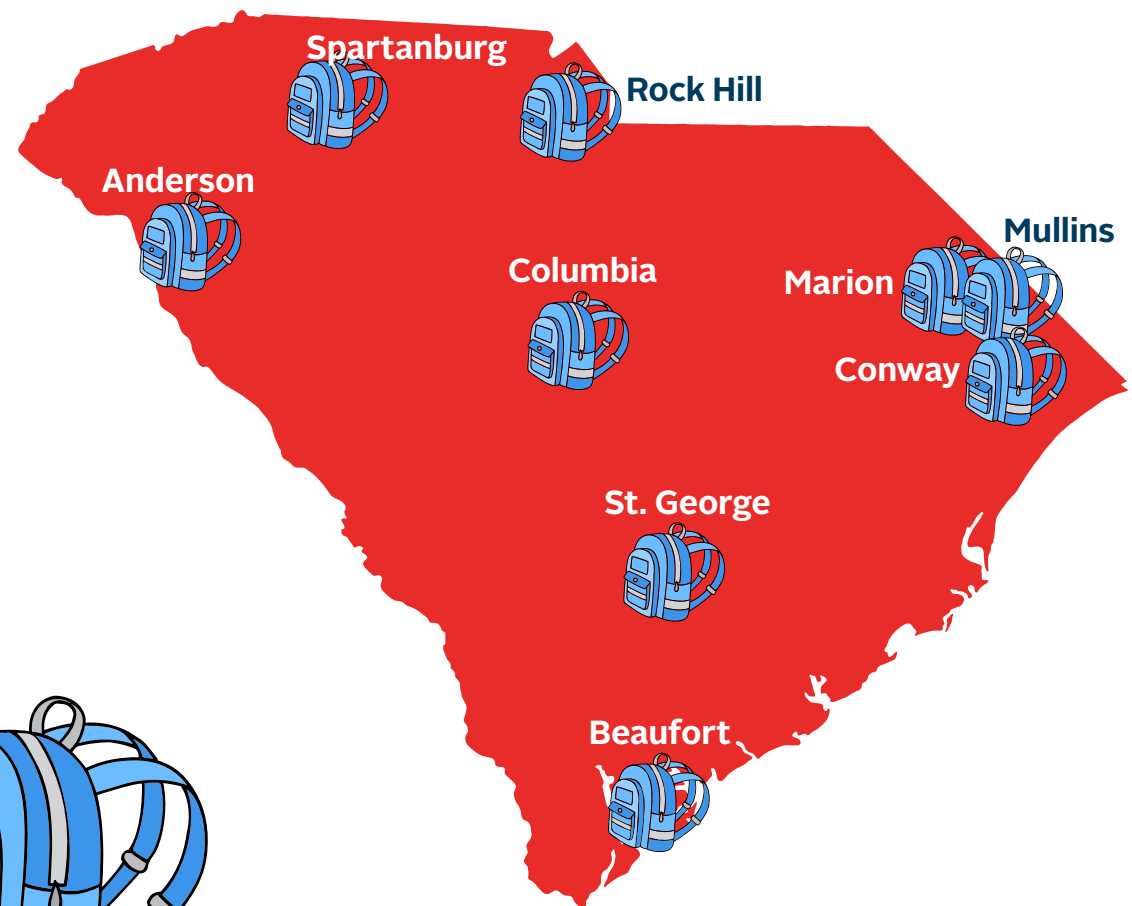
14,000 since
2009

Jump-Start Back-to-School has served more than 14,000 children and their families since 2009.

Studies show that healthy children do better in school,¹ which is why Jump-Start Back-to-School is a great way to help families with children in kindergarten through 12th grade get ready for a new school year. Every summer leading up to the new school year, Select Health hosts several Jump-Start Back-to-School events throughout the state, featuring back-to-school information, health screenings, and fun activities for children. At each event, local health care providers, agencies, and community partners join Select Health to help our members and others in the community complete their health screenings, learn how to live a healthy lifestyle, obtain needed school supplies, and celebrate the school year with a new haircut.

Over the past 10 years, Jump Start has served more than 14,000 families.

1. "Health and Academic Achievement," Centers for Disease Control and Prevention, www.cdc.gov/healthyyouth/health_and_academics/pdf/health-academic-achievement.pdf



Reach Out and Read™

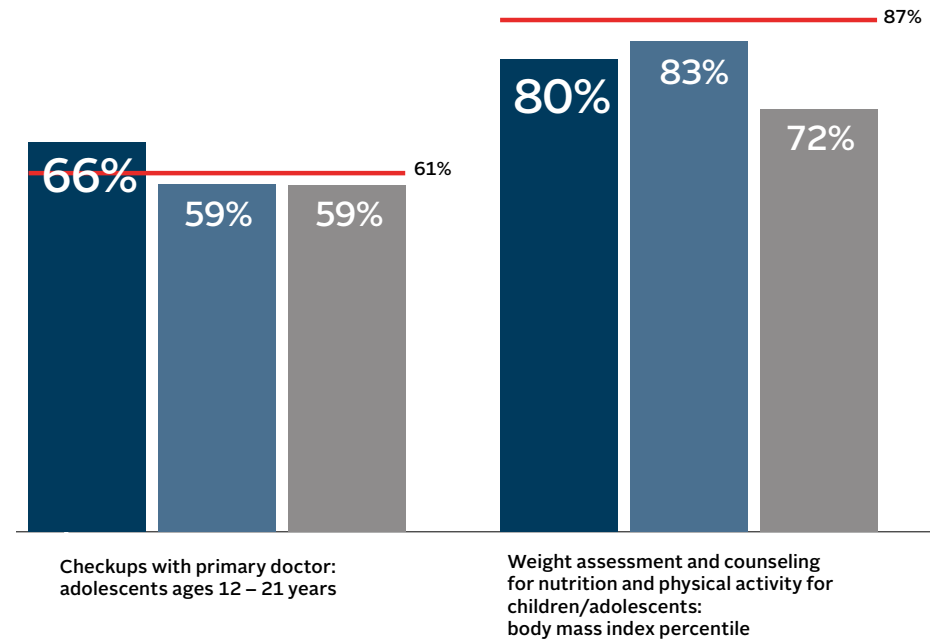
The early years of life are critical years for early brain development, and pediatric providers are a strong support for families with children throughout this time. To help give children a foundation of success during this important window of learning, Select Health has partnered with Reach Out and Read, an intervention that incorporates books into pediatric primary care and encourages families to read aloud together. With specialized training in early literacy strategies, primary care clinicians encourage parents to read aloud to their young children and offer age-appropriate tips.

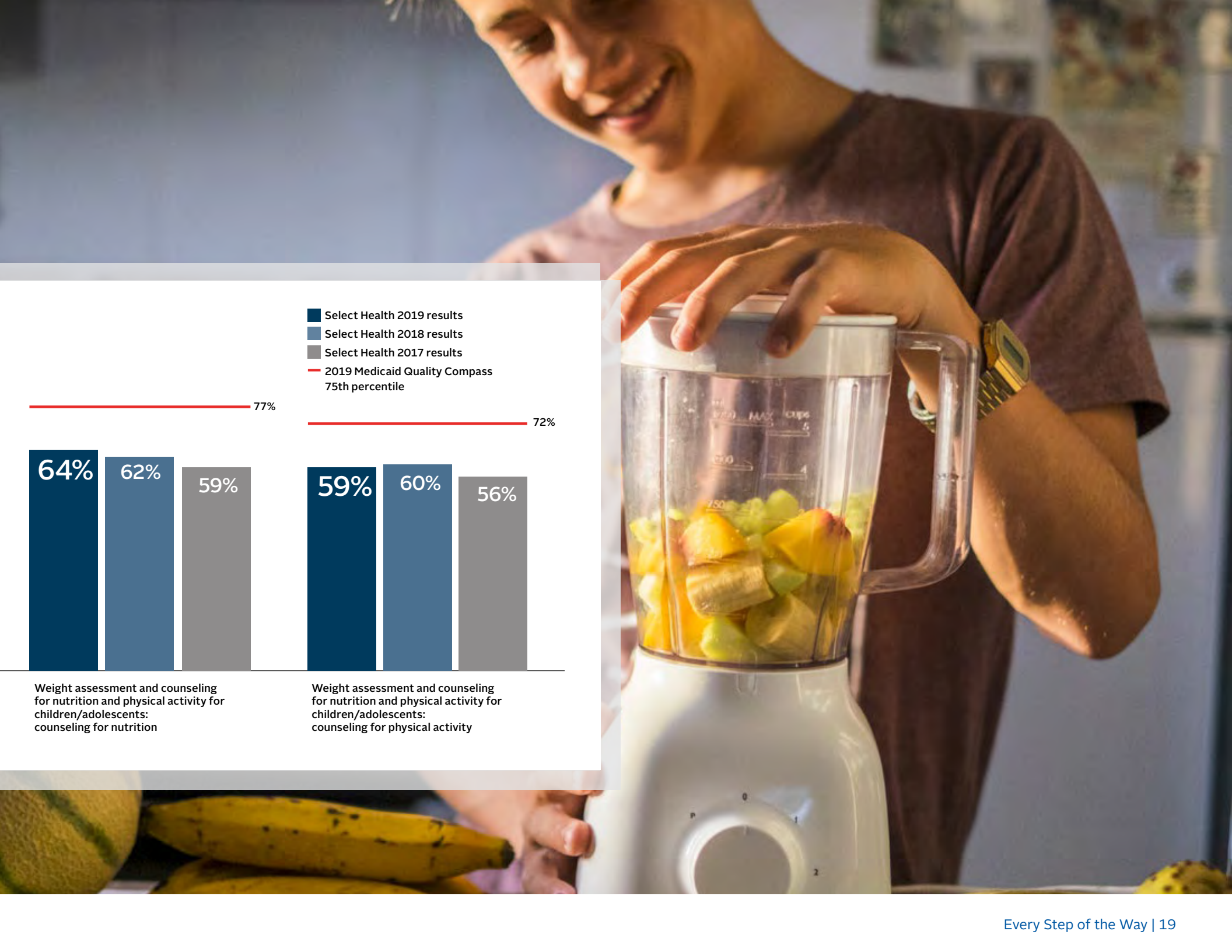
By sponsoring the book budgets for three of our pediatric providers in Greenville, Charleston, and Richland counties, we provided 3,750 developmentally and culturally aligned children's books and literacy support to our members and other children between birth and 5 years of age.

"Our partnership with Select Health has been important in supporting our medical providers with the tools they need to prescribe books, stories, and shared language as a foundational piece of a daily routine for families," said Callee Boulware, Regional Director of Reach Out and Read. "We know that shared reading helps build brains and strong bonds, and we are grateful for this investment, as it helps to ensure the evidence-based Reach Out and Read intervention remains a best practice for well-care."

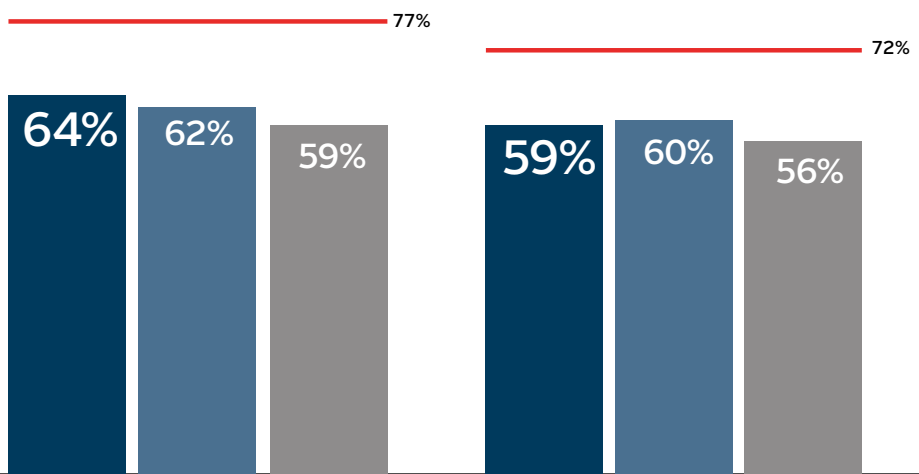


Adolescent care HEDIS results





- Select Health 2019 results
- Select Health 2018 results
- Select Health 2017 results
- 2019 Medicaid Quality Compass 75th percentile



Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for nutrition

Weight assessment and counseling for nutrition and physical activity for children/adolescents: counseling for physical activity



Select Health's Employee Activity Committee (EAC) invited associates to support Lowcountry Orphan Relief with a stuffed animal drive. Pictured left to right: Market President Courtney Thompson and EAC members Anne Jeter, Terrie Pieper, La Quetta Coulter, Tammy Heyward, Pete Knight, and Kelcia Thornton.

First Choice has helped me get the level of care and services I need for my foster children. I have three boys in my home now and they require a lot of care. They all have their immunizations, checkups, and those kinds of things. I feel they get the best level of care available.”

— Vivian, foster mom of 11 years



Caring for South Carolina's Foster Care Community

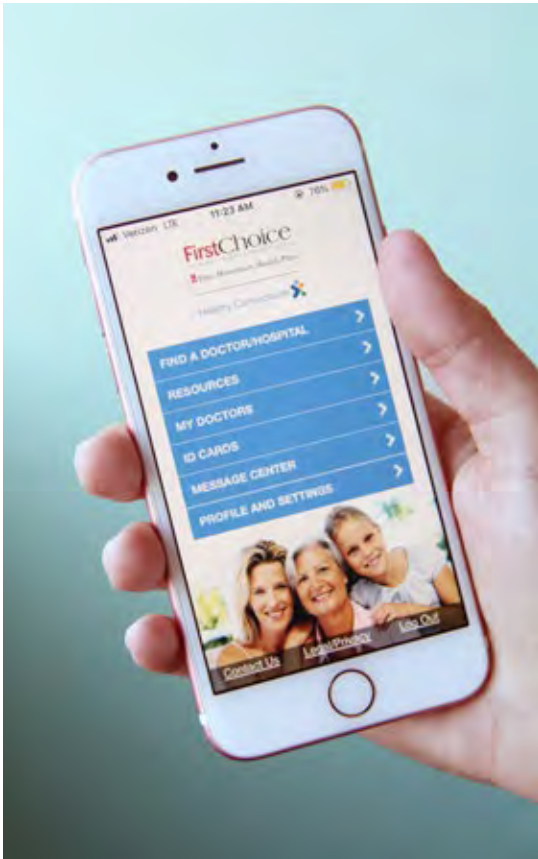
Since 2012, Select Health has been the exclusive Medicaid managed care organization for South Carolina's children in foster care. With about 5,000 children in foster care currently enrolled in our First Choice health plan, we are dedicated to helping oversee the coordination of care for this population.

In 2019, we maximized our efforts to offer a more comprehensive and coordinated health care delivery model for these vulnerable children, including designating an entire team devoted to their care and well-being. This team includes a Pediatric Nurse Supervisor, Pediatric Nurse Care Managers, Behavioral Health Specialists, Care Connectors, and a Foster Care Liaison.

We personally reach out to each child and his or her foster care placement as soon as the child enters the foster care system to address any immediate and ongoing needs, as well as to schedule important preventive care and screenings. Each child is automatically enrolled in our care management service, and the entire dedicated team then begins care coordination with foster care parents, group homes, caseworkers, and providers. The child's Care Manager works closely with the child's caseworkers at the South Carolina Department of Social Services to coordinate his or her physical and behavioral health care needs.

In addition to the care coordination and health programs available to our members, there are many ways Select Health enhances our support for South Carolina foster care families, including:

- **Toy drives.** Select Health partners with Lowcountry Orphan Relief, a local nonprofit that supports abused or neglected children. On the homepage of the Lowcountry Orphan Relief website there is a graphic that reads, "Sometimes, during the hard times, the little things can make the biggest impact." That's why Select Health sponsored a stuffed animal drive in 2018. Associates collected and donated five tubs of plush toys, in addition to a giant stuffed bear.
- **Volunteer days at distribution centers.** Select Health associates also volunteered to pack care kits for children in foster care in need. Each care kit includes two weeks' worth of clothing, toiletries, books, toys, and items that children may need when they first enter the foster care system. This provides a much-needed comfort while children acclimate to their new environments.
- **Birthday gifts.** To help support the mission of Birthdays For All, a local organization that provides birthday presents to children in foster care in the Lowcountry, Select Health associates donate and wrap gifts, and create cards to help children celebrate their birthdays with comfort items and personal messages of hope.
- **Support for summer camps.** Select Health supports the South Carolina Foster Parent Association's summer camp program called Smart Fun, Strong Kids. This program increases access to over 40 summer camps for youth in foster care to help them sharpen their social skills and provide them with education and training in various skill sets and activities.
- **Support for Foster the Future.** Select Health donates to and supports Lowcountry Orphan Relief's Foster the Future program, which helps provide work-skills training, money management, safe relationship skills, and education on health and wellness for young adults exiting out of the foster care system. This program provides a great opportunity to inspire young adults in the community and help increase their chances for long-term success.



Meeting Members Where They Are

First Choice puts top-rated care¹ for members right at their fingertips, now with more ways to help members stay connected. Our technology increases member access to the health information, care, and services they need, empowering them to take charge of their health.



More technology for members on the go

The First Choice by Select Health mobile app is a quick and easy way for members to access plan and personal health information on their smartphones. Using the app, members can view their First Choice member ID card or fax it from their phone to their health provider, search for a local network provider or pharmacy, access the online Preferred Drug List, and read the Member Handbook.

On the searchable Select Health website, members can find no-cost or reduced-cost local services for medical care, food, job training, and more. They can also get help from our trained resource navigators.

To help us stay connected with our members, we now offer one- and two-way text messaging. Members can stay updated with text reminders about well visits, health tests and screenings, and yearly eligibility review reminders. They can even keep in touch with their Care Manager through two-way text messaging.

Through our presence on Facebook, Instagram, and YouTube, found by searching for "First Choice by Select Health" within their search bars, we promote community events and healthy living throughout South Carolina. Members and the public can easily learn about the events and activities in their area. Our social media connection is also a great way for us to share recipes, exercises, wellness tips, and other health information.



Embedding Care Managers in the clinical setting

First Choice is an experienced, high-touch, high-tech health plan, moving forward with effective innovations for Medicaid managed care. Embedding our Nurse Care Managers in health facilities

across the state is one way we demonstrate our dedication to caring and compassion. We partner with facilities that include the Medical University of South Carolina, Charleston Dorchester Mental Health Center, and Spartanburg Area Mental Health Center. At these facilities, we are boots on the ground — a member of the health care team to help meet the physical and behavioral health needs of our members and address the social determinants of their health.

We support providers in the successful integration of physical and behavioral health, practicing a whole-person approach to care. The results of our partnerships are impressive. At Spartanburg Area Mental Health Center, for example, 143 First Choice plan members received face-to-face visits with a Select Health Care Manager during 2018 — 39 of whom were

enrolled in care management. This approach helped increase PCP visits, increase referrals to community services and supports, and close gaps in care for members needing annual well visits and important screenings and vaccinations. Analysis of inpatient and ER utilization costs before and after care management showed a 70% reduction in inpatient utilization costs and a 14% reduction in ER utilization costs.

1. First Choice by Select Health is rated higher by network providers than all other Medicaid plans in South Carolina, according to an independent provider satisfaction survey conducted by SPH Analytics, a National Committee for Quality Assurance-certified vendor, November 2019.



Dana's story: the success of care management in the clinical setting

“Embedded care management helps us develop trust, respect, understanding, and stronger relationships with our members,” said Dana Heatherly, an embedded Care Manager at the Spartanburg Area Mental Health Center (SAMHC).

Dana helps care for about 80 First Choice members who have behavioral and physical health diagnoses, helping to ensure they have a primary care provider and any other physicians as needed. She also helps members with medication adherence, appointment attendance, and addressing any social needs they may have.

“I have seen firsthand how these relationships have helped remove barriers for members so they can get the support they need to reach their health care goals,” Dana said. One of her members had a history of bipolar disorder, morbid obesity, depression, and anxiety. “Her obesity had increased to the point that we had to meet in the car because she could not tolerate walking inside.” To help improve this member's health, Dana connected her with a bariatric physician, and she was enrolled in the bariatric weight loss clinic. She has since lost over 120 pounds and continues to see a dietitian weekly.

“Recently, she was able to come to the center and walk into the building to the 2nd floor for her appointment!” Dana said. “Her overall mood and symptoms of depression and anxiety have improved dramatically, and she is keeping up with all medications, diet, and appointments. She is very motivated and is making a great change in her life.”

“Dana is a valuable member of the team here at Spartanburg Area MHC,” said Roger Williams, Executive Director of SAMHC. “Having her onsite gives our patients a great resource to address their health needs.”

Open doors at our community center

Ten years ago, the First Choice Community Center first opened its doors. In December 2017, it moved to a new and expanded location to help connect more members and others in the community to local resources, health education, and community events. Conveniently located in Columbia, the First Choice Community Center is a state-of-the-art hub for health and wellness resources in the state's capital city.

Since the 2017 opening, we've expanded the community center's services and supports. The center's offerings include no-cost services — provided by valued partners — such as financial literacy classes, cooking demos, tax appointments, Benefit Bank services with certified counselors, and more.

In 2019, we marked the third occasion of Warming Up for Winter, a First Choice Community Center annual event for the public. At this event, First Choice, along with community partners, gives away winter items such as gloves, hats, and gently used coats, while supplies last. Event services also include flu shots for adults 18 years and older, a healthy cooking demonstration, and activities for kids.



All associates who work at the First Choice Community Center are counselors certified for SC Thrive's Benefit Bank. As such, they can help visitors enroll in Medicaid and access food assistance, student financial aid, military and veteran benefits, Social Security income and disability insurance, and voter registration.





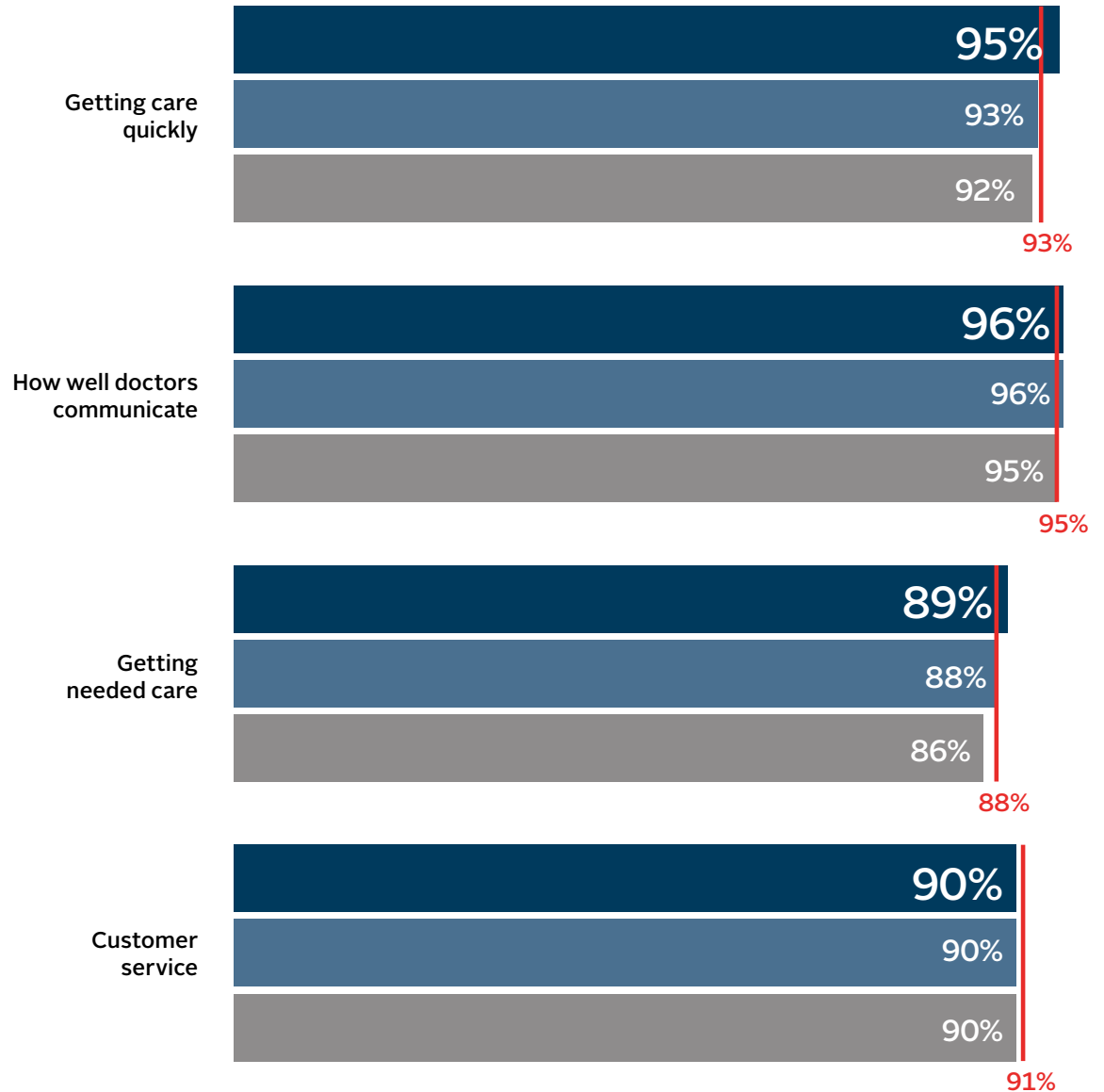
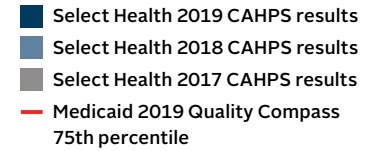
Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

At Select Health of South Carolina, we listen to our members to stay in step with them. One way we do that is the standardized national CAHPS survey, which measures member satisfaction with health plan services and services from our provider network.

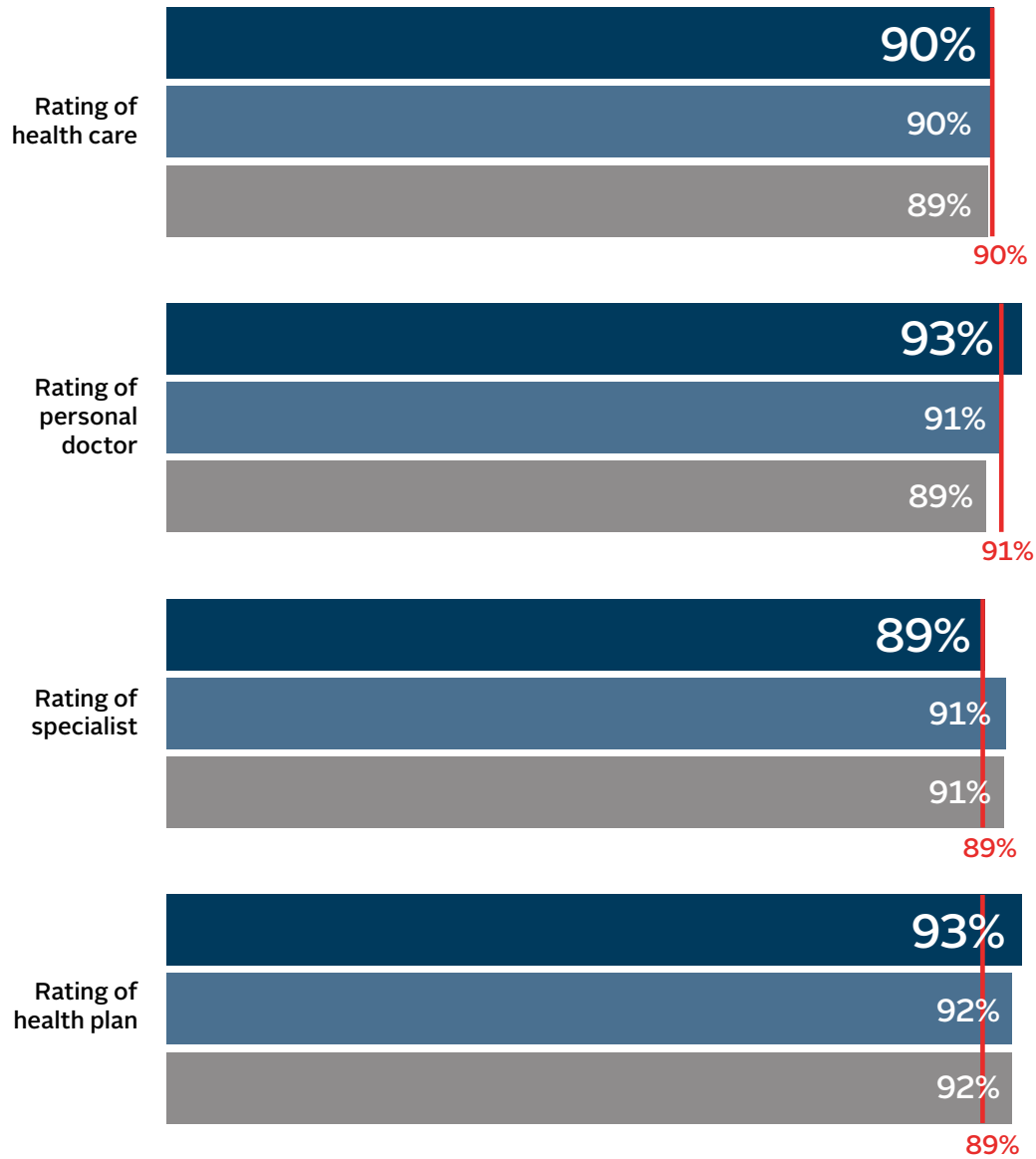
The CAHPS survey collects and reviews patient opinions on health care experiences for the Agency for Healthcare Research and Quality, and once again shows that Select Health has met or exceeded the CAHPS Quality Compass 75th percentile for most measures, including all of the overall rating measures.

Child CAHPS results

Composite Measures



Overall Rating Measures



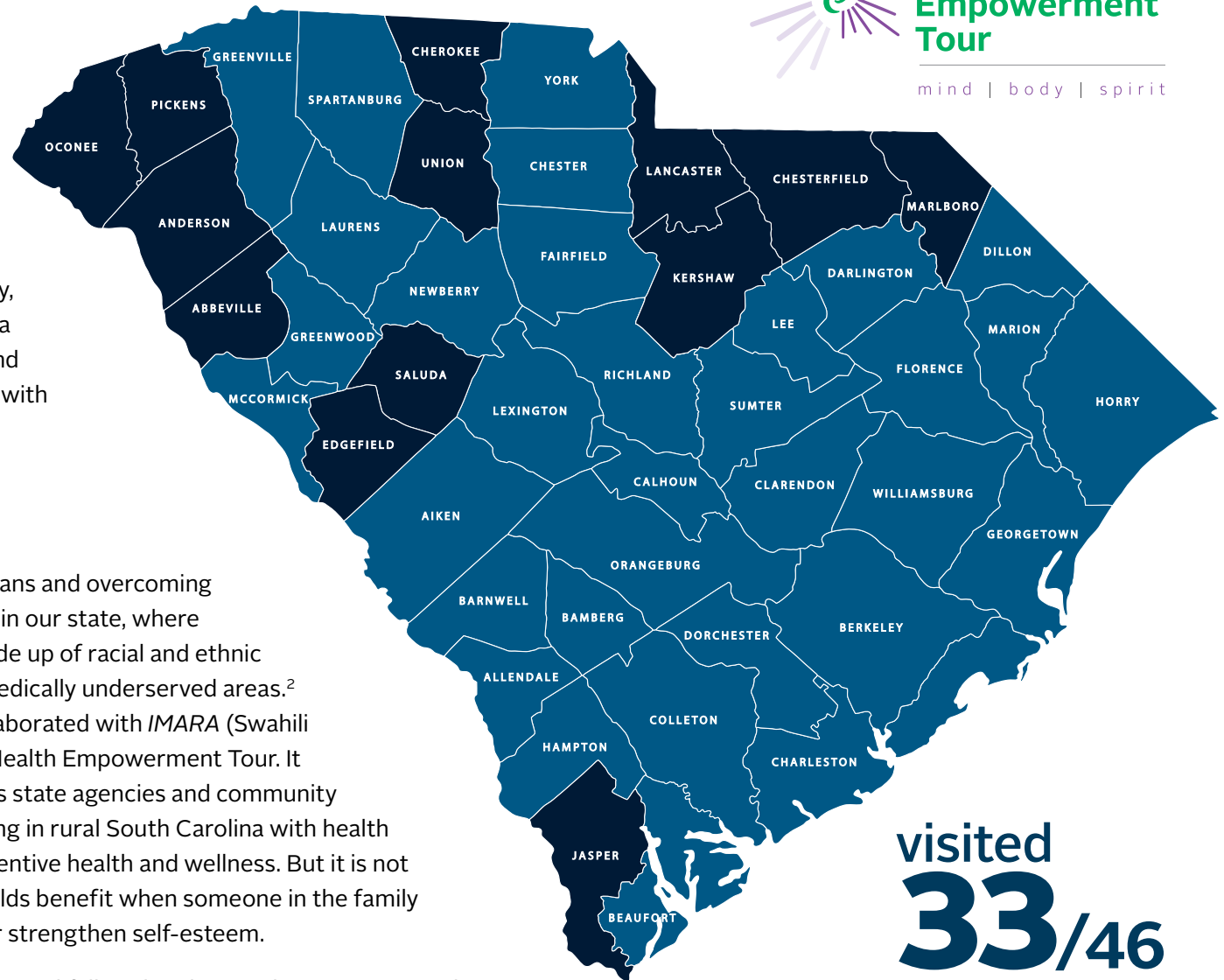
Our Person-Centered Approach to Adult Wellness

First Choice is committed to helping its adult members ages 21 – 64 protect their health and well-being through education and outreach initiatives. This includes innovative measures that help break the cycle of poverty, including providing qualifying members with a General Education Diploma (GED) voucher and coaching, job-seeking assistance, assistance with tax returns, and financial literacy training.

Health Empowerment Tour

Achieving health equity for all South Carolinians and overcoming barriers to care holds particular significance in our state, where more than 37% of the total population is made up of racial and ethnic minorities¹ and 27% live in rural and often medically underserved areas.² For the past 18 years, Select Health has collaborated with *IMARA* (Swahili for "strong") *Woman* Magazine to host the Health Empowerment Tour. It brings together representatives from various state agencies and community organizations to provide women of color living in rural South Carolina with health information to promote the benefits of preventive health and wellness. But it is not just the women who benefit; entire households benefit when someone in the family learns how to improve their health or diet, or strengthen self-esteem.

The Health Empowerment Tour is a day of fun and fellowship designed to inspire attendees and serve as a catalyst for healthy living. The focus is on mind, body, and spirit for a holistic approach to wellness. There are exercise sessions, healthy cooking demonstrations and food



visited
33/46
COUNTIES
SINCE 2001

tastings, and interactive workshops led by health care professionals addressing topics related to physical and emotional well-being. In addition, there are screenings at no cost, including blood pressure, cholesterol, glucose, and body mass index (BMI). For medically underserved minority communities, this health information can be life-changing and lifesaving.

Select Health uses demographic and health risk assessment data to choose three communities as priority tour stops. To date, the tour has been in 33 of South Carolina's 46 counties. The tour's planning committee helps to identify women in the communities where the tour is scheduled to become the steering committee for their local Health Empowerment Tour stop.

During its 18-year existence, the Health Empowerment Tour has provided healthy lifestyle resources and support to more than 9,000 South Carolinians.



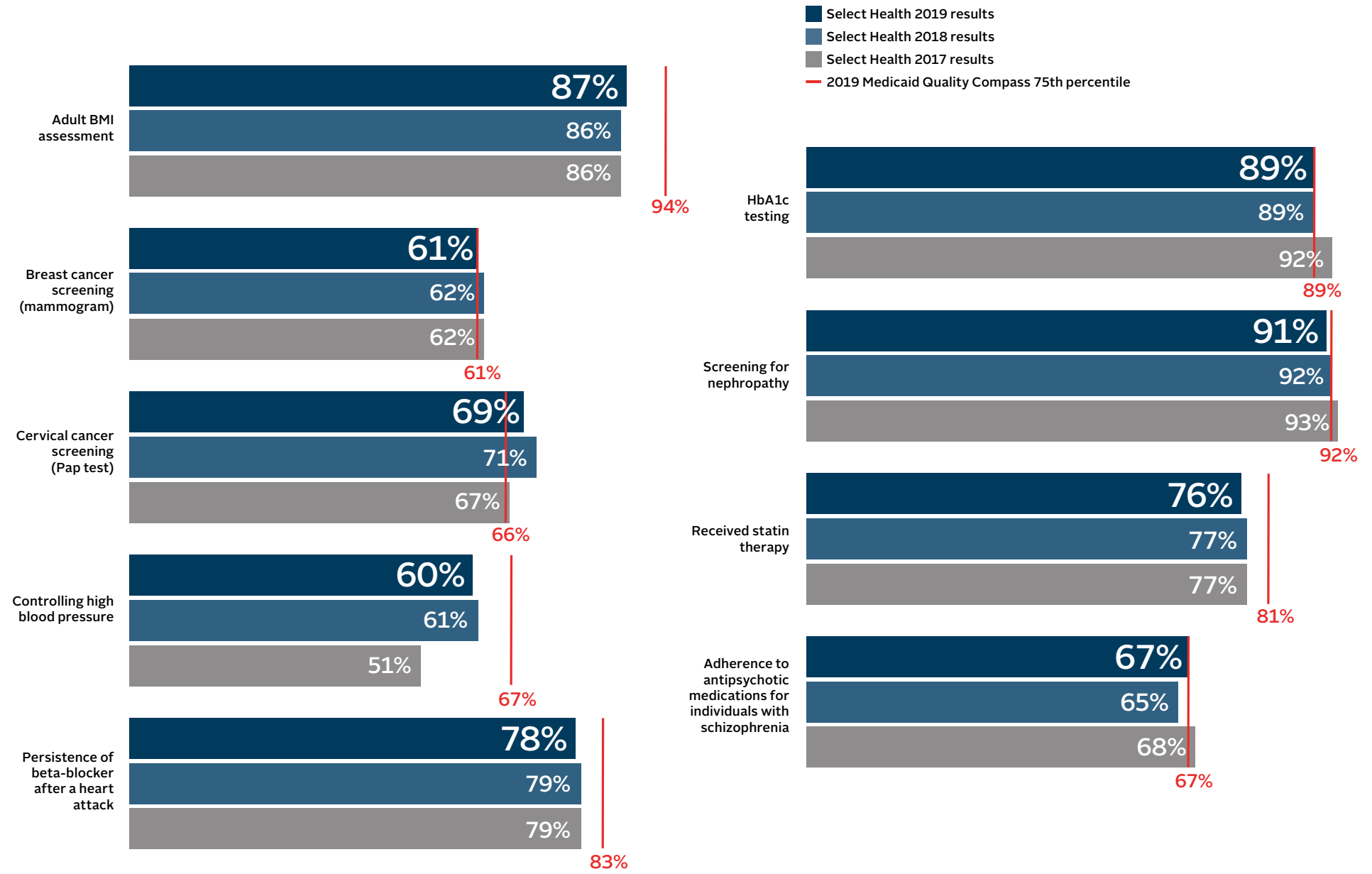
9,000+
ATTENDEES

Sources:

1. "Population Distribution by Race/Ethnicity," Kaiser Family Foundation, 2017, <https://www.kff.org/other/state-indicator/distribution-by-raceethnicity/?currentTimeframe=0&sortModel=%7B%22colId%22:%22Location%22,%22sort%22:%22asc%22%7D>.
2. "Dedicated to improving the health of rural and underserved communities throughout the state," South Carolina Office of Rural Health, <https://scorh.net>.



HEDIS results from our adult members





A New Chapter in Care for First Choice Members

In February 2015, Select Health launched First Choice VIP Care Plus, a Medicare-Medicaid plan (MMP) that contracts with both Medicare and Healthy Connections Medicaid to provide benefits of both programs to members. By January 2016, the plan had 532 members. Today, it serves more than 7,400 members across 42 counties as part of South Carolina's Healthy Connections Prime program.

Every step, every stage

We are pleased to be able to offer First Choice members who become eligible for Medicare due to their age an opportunity to stay with the First Choice family. First Choice VIP Care Plus members are able to continue to receive high-quality care from a plan that shares the same values and mission as well as many of the same providers as First Choice.

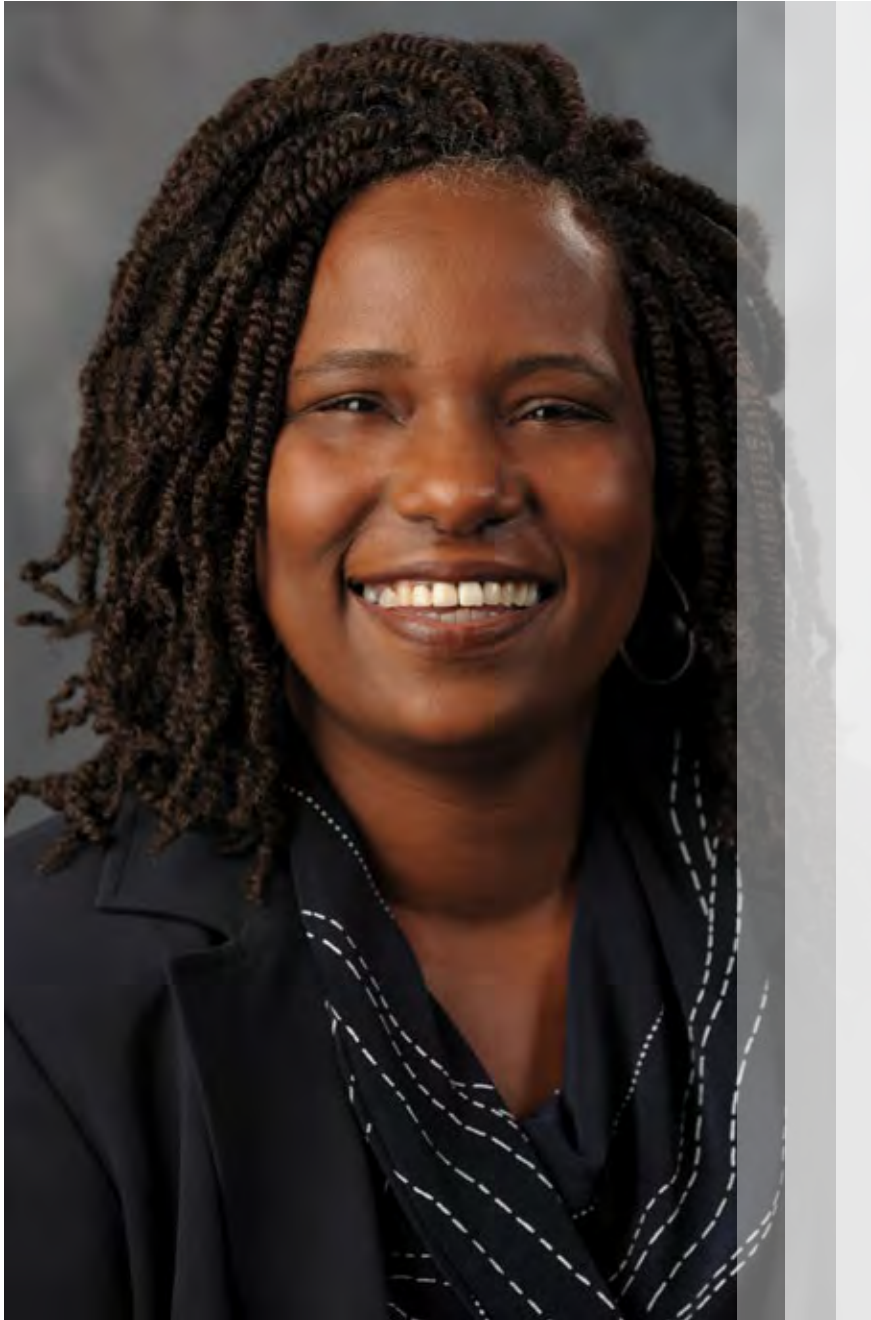
For the 2018 Consumer Assessment of Healthcare Providers and Systems (CAHPS) annual survey, First Choice VIP Care Plus earned one of the highest scores in the country among MMPs.¹

First Choice VIP Care Plus members can direct their own care with help from their Care Coordinator and personalized care team, which may include family members, caregivers, health care providers, and others who assist in their care. This, in conjunction with increased access to home- and community-based services — such as help with personal care, meal deliveries, and assistance maintaining the home environment — helps:

- Improve health outcomes.
- Members to remain in their homes for as long as they choose.
- Delay the need for nursing facility care.
- Reduce avoidable emergency room visits and hospital readmissions.

1. "Top Scoring Medicare-Medicaid Plans on Overall Rating of Health Plan: A Snapshot From the 2018 CAHPS Survey," Integrated Care Resource Center, December 12, 2018, https://www.integratedcareresourcecenter.com/e_alert/top-scoring-medicare-medicicaid-plans-overall-rating-health-plan-snapshot-2018-cahps-survey.





Caring for the caregiver

We understand the important role of caregivers and consider caregiver support services an integral part of members' care. At First Choice VIP Care Plus, we also understand that caregivers often serve multiple roles — they may also be employed, be raising children, and have other life commitments. Adding a caregiving role to that list can negatively impact their own health. Caregivers often can benefit from training, resources, and support on how to provide care, as well as learning more about the particular condition the person for whom they are caring has been diagnosed.

Dementia Dialogues: Tina Davis (left), Director of Outreach and Health Advocacy for First Choice VIP Care Plus, became a certified Dementia Dialogues trainer in 2016. Dementia Dialogues is an evidence-informed training course for those caring for individuals who exhibit signs and symptoms associated with Alzheimer's disease or related dementias.

Tina originally attended Dementia Dialogues training because she was a caregiver for her sister who was living with dementia. The training helped her improve her sister's quality of life and made Tina's caregiver journey a little easier. On behalf of First Choice VIP Care Plus, Tina now holds Dementia Dialogues sessions for families, home health agencies, and assisted-living facilities. She has also trained members of our Care Management and Personal Care Connector teams.

Caregiver focus groups: To hear directly from caregivers and also from other caregiver support agencies to learn best practices, First Choice VIP Care Plus held focus groups in November 2018 with family caregivers, representatives from community caregiver support agencies, and state officials at our First Choice Community Center in Columbia. The health plan encouraged the caregivers to share bold ideas by asking them, “If you were queens and kings for a day, what would be your ideal caregiver support?” Their responses have helped us identify next steps for future caregiver support programming.

Caregiver retreats: These Saturday events are an opportunity for caregivers to enjoy four hours of total respite along with some fun activities and pampering. The health plan literally rolls out a red carpet and invites attendees to be treated to chair massages, manicures, and hairstyling. The events also feature yoga sessions, relaxing breathing techniques, music and dancing, and even comedians to help them laugh and lift their spirits. In addition, we host guest speakers from community organizations and other health care agencies who provide useful information, tips on finding resources, and offer support and encouragement.





First Choice VIP Care Plus created a Member Advisory Council (MAC) to gather and incorporate member feedback into plan governance. Plan leadership attends the quarterly MAC meetings, where members — sometimes accompanied by caregivers — are empowered to voice their thoughts, opinions, and ideas. Break out discussions, leadership feedback loops, and a warm and inviting atmosphere encourage valuable feedback that has impacted plan operations and improved member programs.

The Center for Consumer Engagement in Health Innovation and the Lewin Group highlighted the health plan and the MAC during a March 27, 2019, webinar presentation, "Gathering and Using Member Feedback in Plan Governance." This webinar was supported through the Medicare-Medicaid Coordination Office in the Centers for Medicare & Medicaid Services, and shared best practices on the impact of Consumer Advisory Councils operating within MMPs. A total of 470 webinar attendees from across the country tuned in to learn about the techniques and strategies First Choice VIP Care Plus uses to engage our MAC.



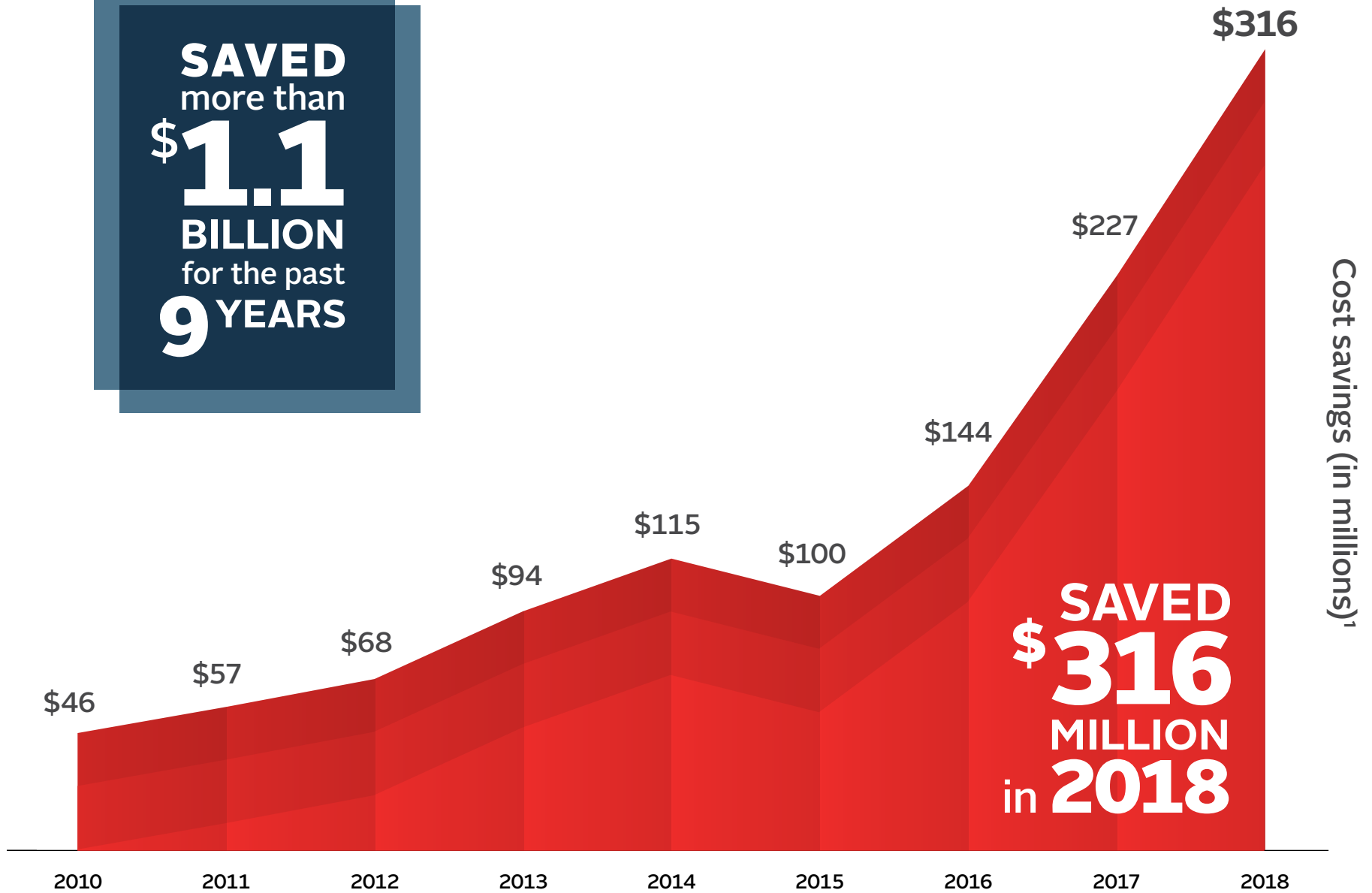
Cost Savings Through Competence, Compassion, and Stewardship

At Select Health, we are committed to being good stewards of Medicaid funds. Our goal is for all of our members to achieve the best possible health outcomes through high-quality care while also controlling health care costs.

In 2018, we reached new levels of service and cost savings. In 2018 alone, we saved the South Carolina Medicaid program an estimated \$316.5 million, and for the past nine years, saved more than an estimated \$1.1 billion.¹ Select Health is able to achieve these results thanks to the hard work of all our providers and associates.

1. Wakely Consulting was contracted by Select Health to conduct this cost avoidance study for state fiscal years 2010 through 2018. 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.

SAVED
more than
\$1.1
BILLION
for the past
9 YEARS





Stepping Outside the Conventional Scope of Health Care

Access to quality health care is fundamental for our members, but sometimes that alone is not enough, especially when there are many other factors influencing a person's overall quality of life. This includes the social determinants of health such as food security, education, and economic stability. In South Carolina, Select Health integrates the social determinants of health into our whole-person approach to care and collaborates with community organizations to help us better address the health patterns and social components at the foundation of our members' well-being:

- Education.
- Health and health care.
- Neighborhood and recreational environment.
- Social and community context.
- Economic stability.





Education is the key to success

Select Health works to address the social determinants of health at the foundation of our members' well-being with innovative programs and services including:

- **Mission GED.** This special program can help qualifying First Choice members reach their goal of achieving a high school equivalency diploma. Mission GED helps cover testing fees and provides participants with a GED coach and other helpful resources to help prepare them for the exam. Since introducing this program, 23 First Choice members have earned their GED diploma.
- **Reading assistance services.** First Choice members who wish to improve their reading and writing skills may qualify for our Reading Assistance Services program, which helps cover the costs of local adult literacy or limited English proficiency programs.
- **First Choice member scholarships.** This year, our member scholarship program awarded five scholarships totaling \$10,000 to selected First Choice members who are attending or plan to attend an undergraduate college, university, trade school, or vocational school. Since its inception in 2010, the scholarship program, Caring 10, has awarded 26 member scholarships worth \$200,000.





Select Health
of South Carolina

FirstChoice
by Select Health of South Carolina
Your Hometown Health Plan

DATE July 15, 2019

PAY TO THE
ORDER OF

Jasmine Tucker

\$ 2000.00

Two Thousand and 00/100 DOLLARS

MEMO

Scholarship Recipient

Courtney L. Thompson
Courtney Thompson, Market President

“This scholarship is a big boost to my self-esteem and makes me feel like I can do this. It creates more financial security and means I won’t have to take out a loan this year.”

— Jasmine Tucker, scholarship recipient pursuing an associate degree and certification



Pictured left to right: Addie Bors, Director of Community Education; Sean Popson, Director of Plan Operations and Administration; Jasmine Tucker, member scholarship recipient; Courtney Thompson, Select Health Market President.

- **Summer college internships.** Select Health offers paid summer internships to college students. Interns learn about the health care industry and how we improve access to quality care in South Carolina.
- **Financial literacy.** Select Health can help provide members with resources to help them manage their finances and connect them with programs like Mission GED, which could potentially help them get a better job and increase their annual income. In early 2019, we also collaborated with SC Thrive, a nonprofit organization focused on connecting people to resources and community benefits across the state, to help members and other people in the community file over 340 tax returns at our First Choice Community Center.
- **Access to emergency services.** Through close relationships with health and human service agencies and community nonprofits such as Lowcountry Food Bank, Ronald McDonald House Charities, United Way, Harvest Hope Food Bank, and many more, Select Health can work to quickly connect members to services and resources they need, when they need them.



Associates stepped briefly into our members' shoes during a poverty simulation to learn how poverty affects health.

A day in the lives of our members

As leaders in an industry focused on increasing access to care for South Carolinians living near or below the poverty line, Select Health understands the importance of associates being able to briefly step into our members' shoes and learn how poverty affects nearly every aspect of a person's physical and emotional well-being. With a greater awareness of the impact of these social determinants of health — including hunger, homelessness, unemployment, and unsafe neighborhoods — our associates are better positioned to fully address the daily challenges our members face.

On May 3, 2019, Select Health collaborated with the city of North Charleston to host the Community Action Poverty Simulation (CAPS) at the Ferndale Community Center.¹ During a three-hour exercise, approximately 80 associates and other community members assumed the roles of low-income family members living on a limited budget. The simulation challenged participants to provide for their families while struggling to obtain basic needs such as safe housing, nutritious food,

transportation, community supports, and health care with the funds they were provided. At the end of the simulation, participants shared their experiences and discussed ideas to help our members tackle socioeconomic barriers to achieving a better quality of life.

“From assuming the role of a 16-year-old, who just found out she was pregnant and placed in foster child care; to a dad, who just lost his job, learned of a critical personal illness, and has a family to support; to a single mom, who started a new job only to have her car stolen the next week, we all left with a better sense of what our members go through on a daily basis,” Courtney Thompson, Market President of Select Health of South Carolina, said about the simulation.

With a deeper understanding of the fears, frustrations, barriers, and difficult decisions low-income families face, associates are better prepared to break down stereotypes and misconceptions, generate action toward change, and serve our members.

1. CAPS ©, Missouri Community Action Network, 2020.



Toni's story: "I've been there"

Select Health associate Toni Parnell participated in our recent Community Action Poverty Simulation. She shared her experiences and struggles as a former member who has experienced poverty and how that has influenced her work with our members.

As a recent college graduate, Toni was new to the area and chose a job near public transportation, with reasonable hours, so she could have time with her daughter. Her family was supportive and helped whenever they could, but lived more than an hour away.

"I had a full-time job at a plasma donation center, but didn't always get full-time hours if we weren't busy," said Toni. At the time, she was also in the Air Force Reserves. "My income still didn't stretch far enough. My daughter and I had Medicaid and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), but I struggled to make ends meet with rent and child care."

"As in the poverty simulation, I had to have enough money to pay for child care and rent. I learned how to juggle the necessities and stay safe," said Toni.

"There was always this thing of there never being quite enough," she said. "That's the plight of the working poor — on paper, you earn too much. In reality, it barely covers it. You spend a lot of time on the phone asking for extensions for utilities and bills, just to make sure you can buy groceries. It's hard to save money when every dime is spoken for."

Toni has been with Select Health for nearly 14 years, working her way up from a customer service representative to a leadership position. In her current role as Manager of Member Services, Toni often shares her experiences with members who face similar challenges and offers advice.

"Because I have been in their shoes, I understand the challenges our members face every day," Toni said. "My goal is to help them overcome obstacles and help them lead healthier lives."



Provider Satisfaction Report

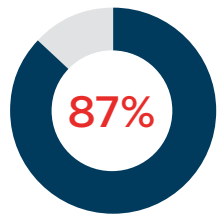
Each year, we turn to our network providers to obtain feedback about Select Health and our First Choice health plan through a detailed survey administered by Morpace Market Research and Consulting, an independent National Committee for Quality Assurance-certified vendor. This provider feedback helps us identify our strengths and opportunities for improvement.

- **94%** of providers said they would recommend Select Health to their patients.
- **95%** of providers said they would recommend us to fellow providers.

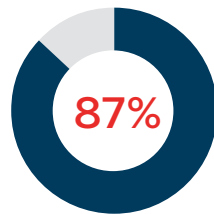
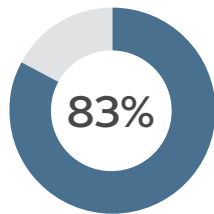
2018 Provider Satisfaction Survey

Composite Summary

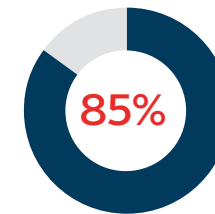
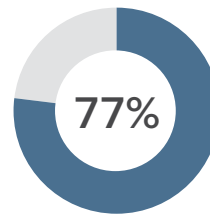
- First Choice by Select Health
- All other South Carolina Medicaid plans



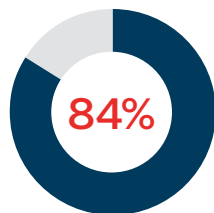
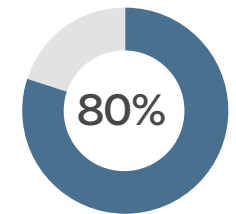
Claims reimbursement process



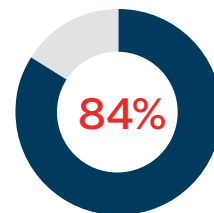
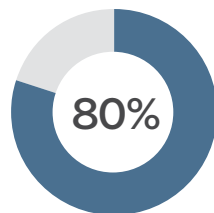
Provider services staff



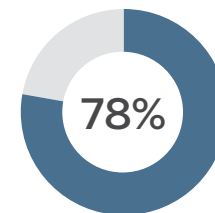
Network operations/
Network management

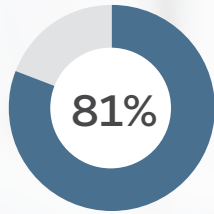
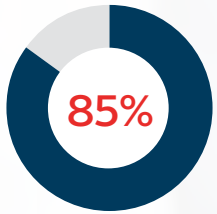


Case management

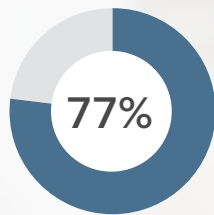
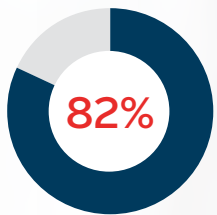


Utilization management





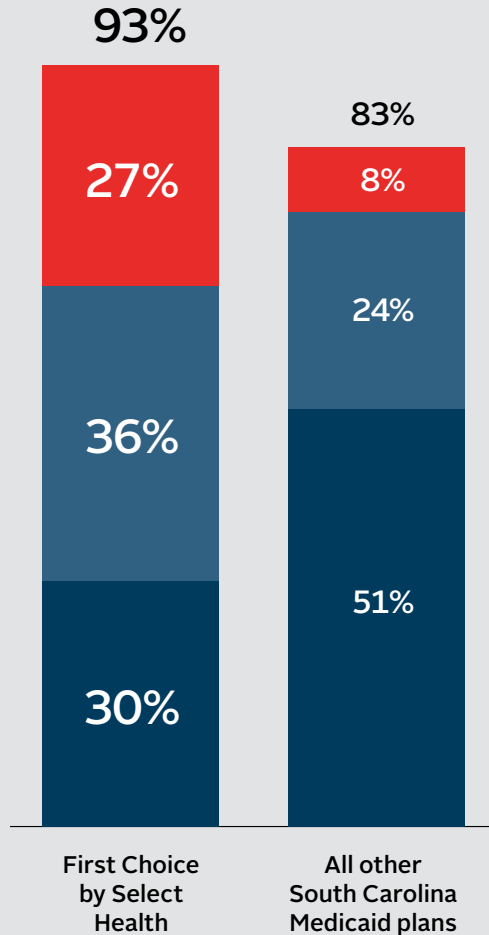
Quality management



Pharmacy services

Overall satisfaction

■ Excellent
■ Very Good
■ Good



A Record of Success

Partnerships with our providers are the foundation of the delivery of top-rated, quality care to our members. Our loyal network of more than 22,000 providers reaches across all 46 counties — one of the most robust and steadfast networks in the state.

When it comes to their satisfaction with our health plan, our providers say it best: Each year, they rate First Choice higher than any other Medicaid health plan in the state in all categories in an independent provider satisfaction survey.¹ In addition, 94% of First Choice providers said they would recommend Select Health to their patients, and 95% would recommend us to fellow providers.

We're proud of the collective track record we've achieved by working side-by-side with our providers to improve health care access and quality, and promote prevention and wellness for our members across the state. By working together, we have made great strides and demonstrated expertise in areas such as prenatal and postpartum care and well visits for children, and look forward to taking that commitment to the next level.

Many of our exemplary “provider champions” serve in an advisory capacity on the Select Health of South Carolina Quality of Clinical Care (QCCC) committee and Quality Assessment Performance Improvement (QAPI) committee, which oversee our quality improvement efforts and identify areas for improvement. Reaching out to request and then implement provider feedback is just one of the ways we work to ensure provider satisfaction with the plan. In turn, this important feedback improves our programs and delivery of care for our members.

Through our combined efforts and continued collaboration, we help ensure our health plan members are seeing the benefits of better health outcomes and improved quality of life.

1. First Choice by Select Health is rated higher by network providers than all other South Carolina Medicaid plans, according to an independent provider satisfaction survey conducted by Morpace Market Research & Consulting, a National Committee for Quality Assurance-certified vendor, November 2018.



Partners in Quality

“When it comes to getting it done, Select Health does it,” said Tina Mitchum, Practice Administrator at Grand Strand Pediatrics. A strong partner in helping First Choice members meet well-visit requirements and other preventive services and Quality goals, Grand Strand is the largest pediatrics practice in Horry County, with four offices and 12 providers.

To help Select Health meet targeted member care goals, Grand Strand Pediatrics has enthusiastically gone the extra mile since 2015, holding monthly meetings and working hand-in-hand with Select Health’s Quality team, said Tina.

“We give Select Health feedback about ways they can help us meet our care goals. The health plan always responds to what we need.”

This year, the practice implemented behavioral health services for its First Choice patients. “Select Health was quick to put me in touch with what I needed to add that service,” said Tina. “From adding new physicians to the provider network, to helping with credentialing, the Select Health staff is on top of it and gives us what we need to move the process forward and take care of our patients.”



4,400+

ASSOCIATE VOLUNTEER HOURS
LOGGED WITH NONPROFITS

450

TOYS DONATED
DURING THE HOLIDAYS



1,258

ITEMS DONATED TO
SENIORS, VETERANS,
WOMEN AND CHILDREN,
AND RESCUED ANIMALS



800

POUNDS
OF FOOD
DONATED



4,000+

SCHOOL SUPPLIES DONATED
TO CHILDREN AND TEACHERS



Associates volunteer at the Lowcountry Food Bank throughout the year to do their part to help build healthier communities.

Leaving a Footprint in Our Communities

There are many reasons why Select Health has been named one of the “Best Places to Work in South Carolina” for 12 consecutive years.¹

We encourage our dedicated workforce of nearly 600 associates located around the state to learn, grow, thrive, and lead the communities in which they live. The opportunity to help fellow South Carolinians live healthier lives is a standout for many of our associates. Every day, they embrace the opportunity to live our mission to help members get care, stay well, and build healthy communities.

Care Crew

Care Crew is an AmeriHealth Caritas-wide group of associates who are ambassadors of volunteerism and outreach, serving our members’ communities by giving back on the local level in areas where they live and work. Care Crew provides opportunities for team-building, leadership development, and networking.

South Carolina-based Care Crew associates remain dedicated to their tradition of supporting and partnering with organizations that address the social determinants of health. Associates also embraced the opportunity to designate funds to organizations meaningful to them during our annual United Way fundraising campaigns.

“My 8-year-old son, Liam, is being treated at St. Jude for a brain tumor,” said Select Health Care Manager Jana Elliott. “The physicians at St. Jude Children’s Research Hospital in Memphis, Tennessee, are working with us to fight this battle. Liam is doing great, and I’m thankful that the United Way allows me to donate my money directly to St. Jude and am proud that I get to see where my money is going every time I enter the facility.”

We support the United Way during the annual campaign and year-round through our many Employee Activity Committee (EAC) activities. The EAC spearheads nonprofit and Care Crew activities, including fundraisers for our longtime support of organizations that support our mission, including the March of Dimes, HALOS, American Lung Association, and My Sister’s House.

1. Best Places to Work in South Carolina, <https://www.bestplacestoworksc.com/Winners>.



“Our program focuses on the three pillars of wellness — physical, emotional, and financial. We know well-being is about exercise and eating right, and so much more. When we keep our associates healthy, they can better serve our members.”

*Kristin Willman,
Wellness Consultant*

Associate wellness programs

Along with an active advisory committee of associates who lend support in our effort to promote associate health and wellness, Wellness Consultant Kristin Willman leads a dynamic program that underscores well-being with complimentary flu shots, mobile mammograms, and skin cancer screening. Associates have access to programs to help them lose weight, quit smoking, and improve their nutrition. They enjoy fresh vegetables delivered to the office weekly through a community food sharing program, learn how to do container gardening, to perform CPR, and get discounts at gyms.

As with our members, we know a holistic approach is key, so our associates benefit from a work-life balance and can participate in self-defense classes, presentations on meditation, fitness boot camps with South Carolina football legend Marcus Lattimore, and more.



Our Employee Activity Committee, some of whom are pictured here, works daily to inspire and motivate associates.



Employee Activity Committee (EAC)

Our EAC champions and cheerleads our passion for improving the quality of life in our communities, both in and out of the workplace. With positive, infectious energy and boundless enthusiasm, this amazing group works daily to keep associate morale strong, while working to ensure our efforts support our mission to create healthy communities. They make our workplace fun with activities designed to entertain, inspire, and motivate, including trivia contests, treasure hunts, and birthday giveaways.

Associates donate blood, host bakes sales to benefit the March of Dimes, break bread together at the annual picnic, and celebrate being named a “Best Places to Work” with a cookout. During the 350 Donations of Summer campaign, the EAC led the collection of 1,258 donated items, including toothpaste for seniors living at Ashley Landing Assisted Living, toilet paper for veterans at Patriot Villas, diapers for children at My Sister’s House, and pet food for rescued animals at Pet Helpers.

Source: “2018 Best Places to Work in South Carolina,” July 10, 2019, <https://bestplacetoworksc.com/2018-best-places-to-work-in-south-carolina>.

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**).





Jump-Start Back-to-School event in Columbia, South Carolina, at the First Choice Community Center.



2019/2020 REPORT TO THE COMMUNITY

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