

# How Well Do You Know YOUR FIRST CHOICE HEALTH PLAN?

Quick-reference information for getting health care, prescriptions, and member service.

**FirstChoice**<sup>SM</sup>  
by Select Health of South Carolina  
**Your Hometown Health Plan**

Healthy Connections 

## HEALTH CARE APPOINTMENTS



**PLAN WELL VISITS** with your primary care provider (PCP) **4 to 6 weeks** in advance.

### URGENT CARE

(sick visits) at your PCP should be available within **48 hours** of calling for an appointment.



**A SPECIALIST** should be able to be seen **within 12 weeks** of asking for an appointment.

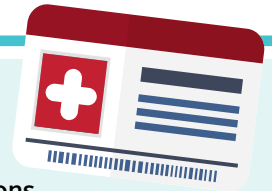
Ask your PCP about

**WALK-IN VISITS** and **after-hours care**.



### REMEMBER!

- Arrive **early**.
- Bring **both** your Healthy Connections and First Choice<sup>SM</sup> ID cards.
- If you **cannot** make your appointment, call your provider to cancel.
- Bring a list of all **medicines** you are currently taking.



### Some health care services require **PRIOR AUTHORIZATION.**

Your provider will submit this request.

- Decision for a standard request can take up to **14 calendar days**.
- Decision for an urgent request can take up to **72 hours** after it is received.
- If the request is denied, you and your provider will get a denial letter with an explanation and appeal rights.



## PRESCRIPTIONS

There is generally **NO MONTHLY LIMIT** to how many prescriptions you can have (certain medicines have limitations).

Some medicines require a **prior authorization**. Your provider will submit this request.

Ask your provider to **check the list of preferred drugs** on our website to see if a prior authorization is needed.

For medicines that need a prior authorization, you may get **72-hour temporary supply** from your pharmacy while the request is pending.\* A decision for drug prior authorization can take up to **24 hours**.

\*A member is permitted one temporary supply per prescription number. Inhalers, diabetic test strip and supplies, and creams or lotions are exceptions to the supply limit because of how they are packaged. For those medicines, the member may receive the smallest package size available.



## MEMBER SERVICE

### LET US HELP! WE ARE HERE FOR YOU.

We can help you **SCHEDULE** a provider visit.

We can answer **BENEFIT QUESTIONS**.

**LET US KNOW** if you wait longer than **45 minutes** from your appointment time.

We can help you get your covered **MEDICINES FILLED**. Call Member Services for help before you leave the pharmacy.

We can help you **ARRANGE TRANSPORTATION** to get to and from provider visits or to pick up your covered medicine from a pharmacy.

**MEMBER SERVICES: 1-888-276-2020 (TTY 1-888-765-9586)**

**24-HOUR NURSE CALL LINE: 1-800-304-5436**

Please see your Member Handbook at **www.selecthealthofsc.com** for complete and detailed information.





Download the **FCSH Mobile** app from Google™ Play or Apple App® Store. From the app you can:

- Access an electronic version of your ID card and fax it from your phone to your health provider.
- Find a health provider or pharmacy near you.
- And more!

Standard messaging and data fees may apply.

Find **First Choice by Select Health** on:    **YouTube**

If your primary language is not English, language 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**).

**FirstChoice**<sup>SM</sup>  
by Select Health of South Carolina  
 *Your Hometown Health Plan*

Healthy Connections 

[www.selecthealthofsc.com](http://www.selecthealthofsc.com)