

FirstChoice
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 

 **Celebrating
25 YEARS**

SPRING 2020

Healthy NOW

www.selecthealthofsc.com

**Stay active
outdoors!**

**Seeing your PCP and
getting medicine**

**Keep your
benefits!**
see page 3



@firstchoicebyselecthealth



@firstchoicebyselecthealth



First Choice by Select Health

Online resources for you!

Go to www.selecthealthofsc.com to find resources like the Member Handbook, copay reference guide, and online Provider Directory for your First Choice plan. If you need a printed copy of these items, please call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).

Other great tools and resources to help you stay healthy:

- **Search tool to find no-cost or reduced-cost local services** for medical care, food, job training, and more. Click on the **Community** tab at the top of our home page, and enter your Zip code in the search box to find resources and services near you. You can also call Member Services to get help with this from a trained resource navigator in the Care Management Department.
- **Community events calendar** (also on the **Community** tab, scroll down to the bottom of the page).
- **Facebook and Instagram** (@firstchoicebyselecthealth) for health tips, event notices, and information for members!
- **YouTube (First Choice by Select Health)** for fun exercise and cooking videos!
- **Helpful reminders.** First Choice is here to help you stay healthy! We send reminders about routine well visits, tests, and screenings to members or their parent or guardian. They can be sent by text, phone, and mail. (Standard messaging and data fees may apply.)

How to sign up for a no cost Care Management program

We have care managers to help keep you healthy. Our Care Management programs are designed to help with long-term illnesses, injuries, pregnancy, and mental health. We have health programs for asthma, pregnancy, heart problems, and diabetes. There are many ways you can join one of these programs provided to you at no cost. You can ask your PCP to do it, or you can refer yourself. Just call us at **1-888-276-2020**, ext. **55251**. Or, log in to the Member Portal and go to **Enroll in a Special Program**. We can:

- Give you or your caregiver your health evaluation.
- Help you get covered medicines and medically needed equipment and supplies.
- Arrange for rides.
- Find specialists, and more.

Some people may have multiple health issues and need complex care management. If you are a member who feels you would benefit from complex care management, you can be referred into that by a health care provider, a discharge planner, a care manager who works in one of the programs listed below, or a caregiver. Or you can refer yourself. Just call us at **1-888-276-2020**, ext. **55251**.

Want to learn more about these conditions and tips on how to stay healthy? Join one of these programs:



For pregnant members.



For members with asthma.



For members with diabetes.



For members with heart disease.

Members who are in Foster Care, and their Foster Parents, are automatically enrolled in a Care Management program and must participate. All other members can choose not to participate and opt out of any Care Management program by calling Member Services or their care manager.

We turn 25 in 2020!

First Choice by Select Health celebrates its 25-year anniversary in 2020!



Helping people get care, stay well, and build healthy communities since 1995.

Help us better help YOU!

We need your help! First Choice sends out a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey each year to evaluate services important to you. Around the start of each year, the survey is mailed to a random sample of members. The survey is designed to tell us how you feel about your health care providers, our plan, and the care you receive. It helps us improve our programs to better support our mission to help people get quality care, stay well, and build healthy communities.

We will mail the next CAHPS survey in early 2020. **If you get a survey, please fill it out and mail it back in the prepaid envelope provided.** For more information, visit www.selecthealthofsc.com or call Member Services toll free at **1-888-276-2020**.

Keeping your First Choice and Healthy Connections benefits

Every year you may need to verify your Healthy Connections (Medicaid) eligibility. This process means filling out the Annual Review Form from Healthy Connections and returning it within 30 calendar days from the date on the form. We want to keep YOU as a member!

Be sure to fill out your form completely and call us if you need assistance. We want to be there for you and want you to continue to receive the additional benefits you enjoy from First Choice. If you have questions or need help with the form:

- Go to www.SCDHHS.gov.
- Call the South Carolina Healthy Connections Member Service Center at **1-888-549-0820**.
- Call First Choice Member Services at **1-888-276-2020**.

Return the Annual Review Form to:
SCDHHS — Central Mail
P.O. Box 100101
Columbia, SC 29202-3101

If you have questions or need a form sent to you, call South Carolina Healthy Connections Member Service Center at **1-888-549-0820** or First Choice Member Services at **1-888-276-2020**.

We now send reminders by text and FCSH Mobile

app to First Choice members when it is time for your annual eligibility review! We also send a reminder in the mail and call members when time for your annual review is getting close. We want to help you stay healthy — and keeping your First Choice and Healthy Connections benefits, so long as you are eligible, is a first step!

Standard messaging and data fees may apply.

Download the **FCSH Mobile** app from Google Play or the Apple App Store.

Seeing your health care provider and getting medicine

Medical services

Staying healthy means seeing your primary care provider (PCP) at least one time a year. You should be scheduled for well visits within 4 weeks of your request to see a PCP.

- Schedule well visits no later than 4 weeks before you need to have them. Schedule them further in advance if you can.
- Make every effort to keep scheduled visits.
- Call your PCP's office if you must cancel a visit. Some PCP offices have "no show" policies. These can stop you from being seen by any of your PCP's locations if you do not show up for a scheduled appointment without canceling.

You should be able to get an appointment for urgent, nonemergency care within 48 hours of a request.

- Ask your PCP about walk-in and after-hours care.
- Check our online Provider Directory for an urgent care clinic near you. Go to www.selecthealthofsc.com. Click on **Find a Provider** at the bottom of the home page.

Your wait time should not be 45 minutes beyond your appointment time.

- Come early. Your visit may be canceled if you are late.
- Bring your Healthy Connections and First Choice ID cards to each visit.
- Be ready to fill out paperwork.

A specialist is a doctor who practices a certain area of medicine. If you are making a specialist appointment, you should be seen within 12 weeks.

- You do not have to have a referral to see a First Choice specialist.
- Make every effort to keep scheduled appointments.

Some medical services require prior approval (authorization) to help make sure you get appropriate care. It is your health care provider's responsibility to get prior approval if it is needed.

Prescriptions

First Choice has an online preferred drug list (PDL).

- The PDL lets you see which medicines are preferred.
- Ask your PCP to check the PDL before prescribing medicine.

There are no prescription limits. You can now get more than 4 prescriptions a month.

- Some medicines need prior approval.
- Certain medicines have limitations.

Some medicines will only be approved after others have been tried first.

- Some medicines are part of a Fail First or Step Therapy program. This means you must have tried and failed other drugs first before the drug requested can be approved.

First Choice should make a decision about prior approval within 24 hours of getting the proper needed medical information.

- If First Choice is unable to make a decision within 24 hours, members may get an emergency supply of medicine that will cover them for 72 hours while a prior authorization request is pending. A member is permitted one temporary supply per prescription number. Inhalers, diabetic test strips 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.

Specialty Medicines and Specialty Pharmacy

Some medicines may require special handling and storage, such as temperature control. They often treat complex, chronic conditions, such as rheumatoid arthritis, multiple sclerosis, and psoriasis. We call these specialty medicines and they may only be available from a specialty pharmacy. They may not be available at your local pharmacy.

First Choice has chosen PerformSpecialty® to provide specialty pharmacy services for members. Prescriptions for specialty medicines will be filled by PerformSpecialty. If you want to choose another specialty pharmacy, or if you have questions, including identifying whether your medicine is a specialty medicine, please let us know. Call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).

It is important that your child see an age-appropriate doctor: a pediatrician when they are infants and children and a general PCP when they become adults. If you need help getting age-appropriate care for your child, please call Member Services at **1-888-276-2020**, or visit our online Provider Directory at www.selecthealthofsc.com.

What is medicine adherence?

Medicine adherence is when you take your medicines exactly as your health care provider tells you. This means taking the right amount, at the right time, and in the right way. If you do not take your medicine as your provider says, your condition could get worse. You might have to go to the hospital.

Tips for what you can do

Take your medicine at the same time every day. Pair it with a daily activity like brushing your teeth or getting ready for bed. Set a reminder on your cell phone or watch. These tips may also help you stay on track:

- Keep medicines where you will see them. Try using a pill container.
- Ask your family to help.
- Get to know your pharmacist. Use only 1 pharmacy.

- Call your health care provider right away if you want to quit taking a medicine because of side effects.
- If you are prescribed a drug while in the hospital, visit your pharmacy as soon as you can after discharge to avoid delays in your medication therapy.
- Always check the expiration date of medicines.

First Choice offers:

- A 72-hour emergency supply, if needed, for medicines that require prior authorization.
- A 90-day supply on some medicines.
- Help scheduling transportation services to get to the pharmacy. Call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).
- Mail Order Delivery Service at **1-877-669-6337**.
- Overrides on a case-by-case basis. Call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).

Medicine updates

Please visit www.selecthealthofsc.com for up-to-date pharmacy information.

Reminder: Flovent was removed from our preferred drug list on November 1, 2019. Please talk with your provider about other medicine options.

Your First Choice benefits include medicine to reduce or quit smoking at no cost to you. Call Member Services (**1-888-276-2020**) or Quitline (**1-800-QUIT-NOW**) to learn more.



Sun

If you are taking opioids as prescribed for pain, ask your provider or pharmacist if naloxone is right for you. There is no cost to you for this benefit.

Screenings for infants, toddlers, and young children

Infants/toddlers (birth through 2 years)

By the time your children turn 15 months old, the American Academy of Pediatrics (AAP) recommends they have 8 well visits. The National Committee for Quality Assurance (NCQA) HEDIS guidelines advise no less than 6 well visits by that age. It is important for babies to have at least 6 visits to check their health and growth.

Before you leave the hospital, your newborn will have many screening tests. These tests help make sure your baby is OK.

But tests do not stop after the hospital.

In the first year, your baby grows by leaps and bounds. Early screening tests help make sure your little one grows at the right rate. And, children enrolled in Medicaid must have blood lead screenings at ages 12 and 24 months. The 6–8 well visits will also help make sure your baby's shots are up to date. The AAP stresses that children ages 6 months and older need a flu shot each year. Children should have about 10 vaccines before age 2.



Toddler/early childhood (ages 3 through 6 years)

During this time, your child's primary care provider (PCP) will watch physical growth. A PCP is the doctor who will help you with your child's health care needs. Your child's social and emotional growth should soar during this time. The screening tests during this time are important. If there is anything your child needs help with, early therapies, such as speech or physical therapy, can lead to better results later. Your child needs a well visit and flu shot yearly. Children between ages 24 and 72 months and enrolled in Medicaid who have never had a blood lead screening test must get one.



Exercising while pregnant

During your pregnancy, the many choices you make affect both you and your baby. Being active, if cleared by your provider, can help you both by:

- Reducing back pain.
- Keeping weight gain in a healthy range.
- Preparing your body for childbirth.

It also lowers your risk for having high blood sugar (gestational diabetes) and high blood pressure (preeclampsia) while you are pregnant.

Your body goes through many changes before your baby is born. This is 1 of the reasons you should talk with your health care provider about what activities are right for you.

Many pregnant women are able to:

- Walk.
- Swim.
- Ride a stationary bike.
- Do prenatal yoga and water aerobics.

The U.S. Department of Health and Human Services urges pregnant women to aim for at least 150 minutes of moderate physical activity every week if they do not have medical reasons to avoid it. Talk with your prenatal provider before starting or changing any exercise routine to find out what is appropriate for you while pregnant.



Reminder:
If you smoke, you may be putting your baby at risk. Talk to your health care provider or First Choice Member Services about free resources to help you quit.

Get #FirstChoiceFit this spring: Stay active outdoors!

Kids need exercise to build strength and bone mass, reduce stress, and feel good about themselves. Doing it outside in the sunlight helps your body get vitamin D and can boost your mood! Kids and teens should get at least 1 hour of physical activity every day, says the U.S. Department of Health and Human Services.

A great way to get kids moving is to be active yourself! When you exercise, make it fun.

Here are some ideas:

- Try **group games** like tag, kickball, and hide-and-seek. Take turns hosting with other parents.
- **Get help with chores.** Have kids wash floors, mow the lawn, help in the garden, or walk the dog.
- **Take younger children to parks and playgrounds often.** It is also a great way to meet new friends.
- **Make a play area in your child's bedroom or somewhere else indoors.** That way, kids will have a safe place to jump, play, and dance when the weather is bad.

Check out some fun and simple exercises on the First Choice by Select Health YouTube channel!



Quiet time has benefits, too

From playing tag to climbing on playground equipment, moving their bodies throughout the day helps children of all ages stay healthy and happy. Yet quiet time still has its place in your routine.

Between the ages of 4 and 5, most kids will stop taking a daily nap. This does not mean they do not need downtime to restore their energy. The

National Sleep Foundation (NSF) suggests replacing naps with an hour of quiet time.

During this period, kids can:

- Color.
- Look at or read books.
- Listen to calm music.

The NSF also notes that quiet time is not just for young children. It can help teens wind down and get the sleep they

need to stay healthy and do their best every day. To set the stage each evening, turn down bright lights and loud music. Do not use computers, TVs, or smartphones close to bedtime.

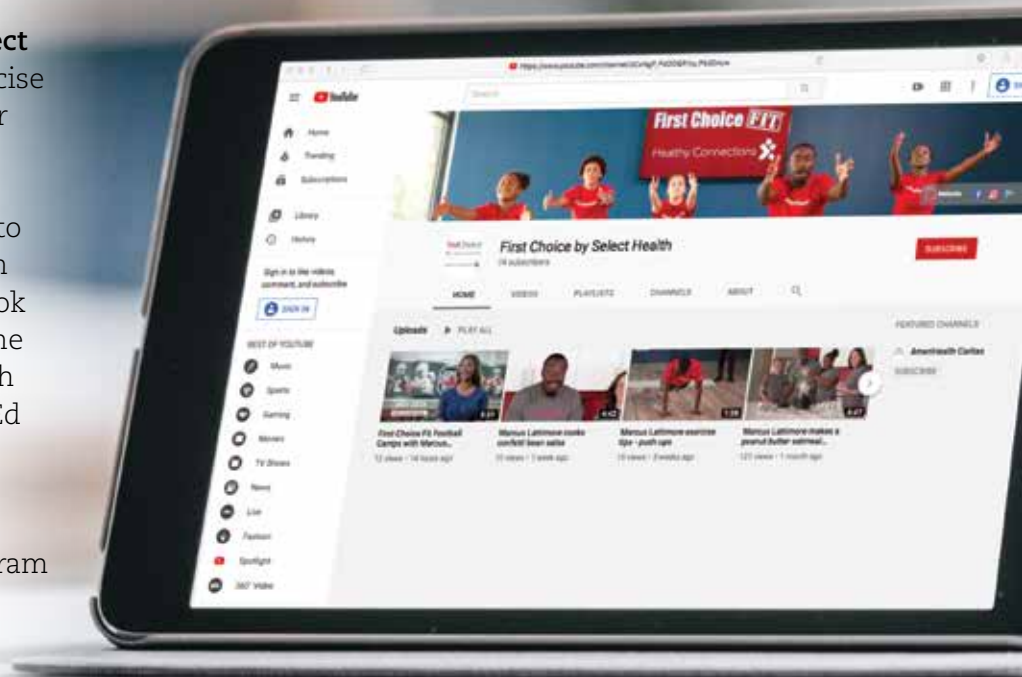


We are on YouTube

Subscribe to the **First Choice by Select Health** YouTube channel to see exercise and cooking videos. Some videos star Marcus Lattimore, former University of South Carolina running back and San Francisco 49er, who shows how to do easy exercises that can be done in your home or yard. Others show Brook Brittain, a registered dietitian with the South Carolina Department of Health and Environmental Control's SNAP-Ed Program, sharing healthy eating tips and cooking with Marcus.

Let us know how you stay **#FirstChoiceFit** on Facebook or Instagram by posting a selfie being healthy!*

*Only post images with parent/legal guardian permission.



Check out this fast and fun recipe on the **First Choice by Select Health** YouTube channel!



Ants on a log

Ingredients

Logs (Choose 1 cleaned, uncooked vegetable.):

- 1 celery stalk, cut into 3 pieces
- Apple slices
- Carrot, sliced into 3-inch pieces

Spread (choose 1, about 1 tablespoon):

Cream cheese, low-fat peanut butter, or sunflower butter

Bugs (choose 1, about 1 tablespoon):

- Raisins (regular or golden)
- Unsweetened whole grain cereal
- Peanuts, chopped

Directions

Choose a log and top it with 1 of the spread options. Sprinkle the bugs on top of the spread.

Per serving

Serves 1. Based on celery, low-fat cream cheese, and raisins, each serving provides: 60 calories, 2 g total fat, (1 g saturated fat), 8 mg cholesterol, 68 mg sodium, 9 g total carbohydrate, 1 g dietary fiber, 7 g total sugars (0 g added sugars), 2 g protein, 34 mcg calcium, 149 mg potassium.

Source: Brooke A. Brittain, M.S., R.D., L.D., C.H.E.S., C.L.C., SNAP-Ed Program Coordinator, S.C. Department of Health and Environmental Control.

What you can do to help control allergies

If you smoke or use e-cigarettes, quit. Your First Choice benefits include resources and support to reduce or quit smoking.

With a little planning, you should be able to take control of your allergies. The best way to prevent an allergic reaction—and an asthma attack—is to avoid or reduce your exposure to triggers such as pollen and mold.

Start by checking the weather report each day. It can tell you the local pollen and mold counts. When counts are high, stay indoors or do less outdoor activities if possible. Pollen counts tend to be highest on hot, dry, and windy days. Mold counts can be high on both dry and humid days.

It depends on the type of mold. Here are 6 more things that may help you breathe easy:

1. Wear a dust mask when you do yard work.
2. Wash your skin and hair when you are done outside.
3. Turn on the air conditioner in your car and at home. Close your windows and doors.
4. Regularly clean and replace the filters on air conditioners and other ventilation systems.
5. Use a dehumidifier to keep indoor humidity below 50 percent.
6. Keep moist surfaces in your kitchen and bathroom clean.

Talk with your health care provider about these and other ways to help keep asthma or other lung conditions under control and how to manage your symptoms.

Why mindfulness matters

Have you heard the term “mindfulness” before? Mindfulness is simply staying in the moment, or present, on purpose. Practicing mindfulness may help you reduce stress and think more clearly. Research shows that it can help you boost your well-being, decrease stress, and manage anxiety and pain.

How does mindfulness work?

There are many ways you can practice mindfulness. Two examples are:

- **Body scan.** Pay attention to 1 part of your body. Notice how it feels. Do this for each part of your body. Move slowly from 1 part to the next.
- **Mindfulness meditation.** While seated, pay attention to every breath you take. You can also focus on something you hear, see, smell, or feel, such as your feet on the floor.

Practice mindfulness the way that works best for you.



Help is available if you are experiencing depression or anxiety. Behavioral health services are covered for members. Call Member Services at 1-888-276-2020 (TTY 1-888-765-9586).

The new coronavirus: What you need to know

What is coronavirus?

Coronavirus is a viral infection that affects the respiratory (breathing) system.

What are the symptoms?

Symptoms for coronavirus can include:

- Runny nose.
- Headache.
- Cough.
- Sore throat.
- Fever.
- Lower respiratory issues.

These symptoms can also occur with other viral upper respiratory infections, like the flu.

How do coronaviruses spread?

Coronaviruses can live in the air and on surfaces. Sneezing, coughing, and personal contact with an infected person can put you at risk.

What can I do to help prevent the coronavirus?

As of now, there are no vaccines for coronaviruses. But there are other things you can do to help prevent illness:

- Wash your hands regularly with soap and warm water.
- Disinfect surfaces in your home and workplace.
- Avoid touching your face, nose, and mouth.
- Cover your face with a tissue when you sneeze or cough.
- Keep your distance from people who are sick.

For up-to-date information on the coronavirus, visit www.cdc.gov/coronavirus.

What do I do if I think I am getting sick?

If you think you are getting sick, call your PCP. He or she can help determine what condition you have and the best way to get better. In case of an emergency, call **911**.

Source: "Coronavirus Infections." U.S. National Library of Medicine, National Institutes of Health. <https://medlineplus.gov/coronavirusinfections.html>



What is fraud and abuse?

There are many types of fraud and abuse. These can include when doctors bill for services you did not get, charge too much money, or bill the wrong way. Or when people use member ID cards that are not theirs, or people are on their plan who are not supposed to get coverage.

To help, you can:

- Check your Explanation of Benefits (EOB) if you have gotten one, to help make sure all information is right.
- Protect your health plan card and private information at all times.
- Count your pills each time you pick up medicine.

- Do not share your Healthy Connections ID number or Social Security number with anyone over the phone.

Report it:

If you think someone is abusing the Medicaid system, you should report it. Your report can be anonymous if you choose.

Call any of these numbers:

- Select Health's Fraud and Abuse Hotline: **1-866-833-9718**.
- Select Health Compliance Hotline (secure and confidential 24 hours a day, 7 days a week): **1-800-575-0417**.

- South Carolina's Division of Program Integrity Fraud and Abuse Hotline: **1-888-364-3224**.

Email South Carolina's Division of Program Integrity: fraudres@scdhhs.gov.

Mail a letter to:

- Special Investigation Unit, 200 Stevens Drive, Mail Stop 13A, Philadelphia, PA 19113.
- SC Fraud Hotline, Division of Program Integrity, P.O. Box 100210, Columbia, SC 29202-3210.

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.

First Choice provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact First Choice at **1-888-276-2020** (TTY **1-888-765-9586**). We are available Monday – Friday (8 a.m. – 9 p.m.) and Saturday – Sunday (8 a.m. – 6 p.m.).

If you believe that First Choice has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- Grievance Supervisor First Choice Member Services
P.O. Box 40849, Charleston, SC 29423-0849
1-888-276-2020 (TDD/TTY **1-888-765-9586**)
Fax: **1-800-575-0419**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, First Choice Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 (TDD: **1-800-537-7697**)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language services

English: 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**).

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

Arabic:

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**).

Portuguese: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-276-2020** (TTY: **1-888-765-9586**).

Russian: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-276-2020** (TTY: **1-888-765-9586**).

Vietnamese: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-276-2020** (TTY: **1-888-765-9586**).

Brazilian Portuguese: Se você fala português do Brasil, os serviços de assistência em sua língua estão disponíveis para você de forma gratuita. Chame **1-888-276-2020** (TTY : **1-888-765-9586**).

Chinese: 如果您說中文，您可以免費獲得語言援助服務。請致電 **1-888-276-2020** (TTY: **1-888-765-9586**)。

Falam: Falam tawng thiam tu na si le tawng let nak asi mi **1-888-276-2020** (TTY: **1-888-765-9586**) ah tang ka pek tul lo in na ko thei.

Hindi: यदि आप हिंदी बोलते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएँ उपलब्ध हैं। काल करें: **1-888-276-2020** (TTY: **1-888-765-9586**)।

Korean: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-276-2020** (TTY: **1-888-765-9586**)번으로 전화해 주십시오.

Chin: Hakha holh a hmanmi na si ahcun man lo in holh leh piaknak lei bawmchanh khawh na si. Auh khawhnak: **1-888-276-2020** (TTY: **1-888-765-9586**).

French: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-276-2020** (ATS : **1-888-765-9586**).

Karen:

နမ့်ကတိ ကညိ ကျိအလိ, နမန့် ကျိအတိမစာလ လာ တလါဘျဉ်လါဂ်စု နီတမံ ဘဉ်သုန့လိ. ကိ: **1-888-276-2020** (TTY: **1-888-765-9586**).

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች: በነጻ ሊያግዝዎት ተዘጋጅተዋል: ወደ ሚክተሎ ቁጥር ይደውሉ **1-888-276-2020** (መስማት ለተሳናቸው: **1-888-765-9586**)።

Burmese: အကယ်၍ သင်သည်မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့် ငွဲ့အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-888-276-2020** (TTY: **1-888-765-9586**) သို့ ခေါ်ဆိုပါ။

**No cost Care
Management
programs!**
See page 2

PRSRT STD
U.S. POSTAGE
PAID
PERMIT NO. 372
LONG PRAIRIE, MN

First Choice is here for you! This newsletter and other materials are translated into Spanish and can be found on our website at www.selecthealthofsc.com. If you need help with translations of other documents, or in other languages, please call Member Services at **1-888-276-2020**.

Disponibilidad de traducción

¡First Choice está aquí para usted! Este boletín informativo y otros materiales están traducidos al español, y se pueden encontrar en nuestro sitio de Internet en www.selecthealthofsc.com. Si necesita ayuda con traducciones de otros documentos, o en otros idiomas, llame a Servicios al Miembro al **1-888-276-2020**.

www.selecthealthofsc.com

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Let us help you get the care you need!

- We can help you schedule a health care provider visit if your appointment is not set within the appropriate time frame.
 - Let us know if you have a long wait time at your provider's office.
 - We can also help you get your covered medicines filled. Call Member Services before you leave the pharmacy for assistance.
 - It is important to keep your appointments! Member Services can help arrange transportation for you to get to and from health care provider visits or to pick up your covered medicine from a pharmacy.
- We are here to help you get care and stay well! Please call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).

We are here to help!

Do you have questions about an upcoming procedure? If so, we are here to help with utilization management concerns, such as a pending procedure authorization or denial, during and after normal business hours. We also have no cost TTY and language services for members. Please call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).



First Choice Member Services
P.O. Box 40849
Charleston, SC 29423



Member Services:
1-888-276-2020
TTY for the hearing impaired:
1-888-765-9586



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