

FirstChoiceSM
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 

FALL/WINTER
2021-2022

Healthy NOW

www.selecthealthofsc.com


Renewing
your Healthy
Connections
benefits

You still need
a flu shot

Apply for a
First Choice
Member
Scholarship
See page 3

 @firstchoicebyselecthealth

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 First Choice by Select Health

Important information about your First Choice and Healthy Connections benefits

The annual eligibility review process is suspended until the end of the COVID-19 public health emergency, but it may restart as early as January 2022.

This is the process to renew your Healthy Connections benefits if you are still eligible. We want you to continue getting the extra benefits you enjoy from First Choice. Take steps to be prepared!

Update your address and phone number now. Make sure **both** Healthy Connections and First Choice can reach you with important notifications about your benefits. Update your contact information by calling:

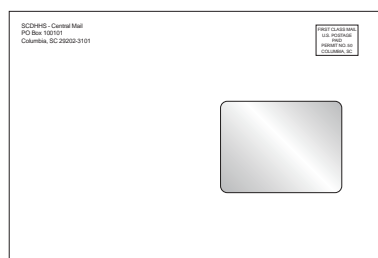
- Healthy Connections at **1-888-549-0820** and
- First Choice at **1-888-276-2020 (TTY 1-888-765-9586)**.

Be on the lookout. If you get an Annual Review Form from Healthy Connections, fill it out and return it within 30 calendar days of the date on the form.

- If you return your form on time and you are still eligible for Healthy Connections, you can continue your First Choice plan benefits without interruption.

- If you return your completed form late, you may regain Healthy Connections coverage if you are still eligible, but you may temporarily lose benefits or be placed on another health plan. You can choose to come back to First Choice if that happens.

Return the Annual Review Form to Healthy Connections by email to **8888201204@fax.scdhhs.gov**. Or mail it to: SCDHHS — Central Mail, P.O. Box 100101, Columbia, SC 29202-3101.



*If you have used up the limits of covered benefits, you may call Member Services at **1-888-276-2020** for help and information about resources to continue care.*

We can help you!

We want to help prepare our First Choice members. Once the COVID-19 public health emergency is over, watch for your Annual Review Form. When you get the form, if you have questions or need help:

- Call First Choice Member Services at **1-888-276-2020**.
- Go to the South Carolina Department of Health and Human Services website at **www.scdhhs.gov**.
- Call the South Carolina Healthy Connections Member Service Center at **1-888-549-0820**.

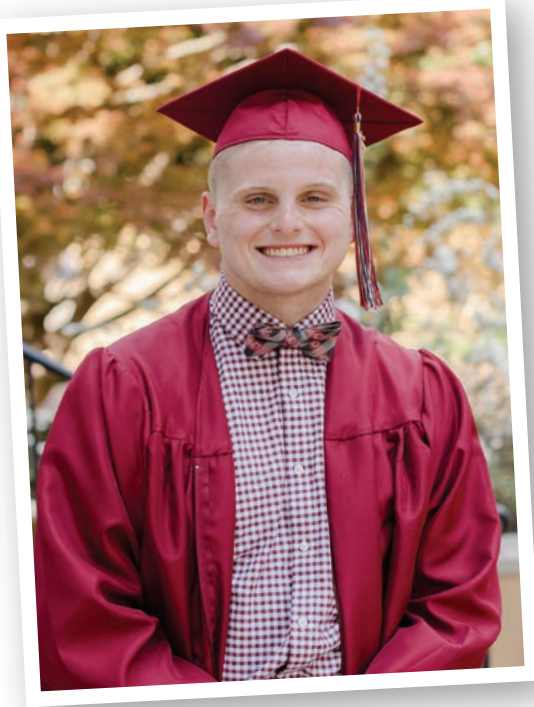
If you need a replacement Annual Review Form:

- Call First Choice Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**. We can also send a preaddressed, prepaid envelope for you to send the form back to Healthy Connections.
- Download the form at **www.scdhhs.gov/sites/default/files/WKR002.pdf**.

Note: Your health plan choice does not affect your Healthy Connections eligibility.



Member scholarship winner pursues his dreams



First Choice by Select Health of South Carolina member Johnathan “Davin” Caulder from Lexington, South Carolina, was recently awarded a First Choice Member Scholarship. “It was a rewarding moment to realize all of my hard work and dedication to furthering my education had been recognized,” said Davin. “My prayers were answered! I wanted to obtain scholarship money to help offset the cost of my education and to graduate from college as debt-free as possible.”

Davin will attend the University of South Carolina and plans to major in exercise science. “I have always been driven to further my education and attend a top-notch academic institution for college,” he said “I want to become a physician assistant in orthopedics and help others.”

Davin’s mom inspired him to work hard and aim high. “She’s been with me through thick and thin, from helping me with my studies to cheering me on from the sidelines at sporting events,” he said. “She has made a huge impact on my career choice and has pushed me to pursue my dreams.”

It’s easy: Updating your personal information

It’s important to review your personal information and make sure your health plan has the most up-to-date information in case they need to contact you.

Do we have your current address? Did your phone number change? Let us know:

- **Step 1:** Log in to our Member Portal. To access the Member Portal online, go to www.selecthealthofsc.com. Select **Members** at the top, then click on **Member portal login**. Follow the steps if you have not already registered.
- **Step 2:** Update and confirm your information.
- **Step 3:** Contact Healthy Connections at **1-888-549-0820** to share the updated information. Note: For changes to take place, Healthy Connections needs the same information that is in our Member Portal.



You can also update your information on our mobile app! Find the app in Google Play™ store or the Apple App Store®. Search for FCSH Mobile.

Update your contact information today so you do not miss out on important information from your health plan.

Dreaming of college or a trade school? Check out the First Choice Member Scholarship

If you are hoping to go to college or continue your education, First Choice has a scholarship program for selected qualifying members that could help make your dream possible.

For more information, visit our website at www.selecthealthofsc.com, click on **Community** at the top, and **Member scholarship program** on the left. If you have questions, please call **803-254-5601**. Applications are due by March 5, 2022.

Our Quality Improvement program works for you

First Choice has a Quality Improvement (QI) program dedicated to excellence in clinical care and service areas that we believe are important to you. Each year, the team evaluates our programs and identifies ways we can improve to better serve members and our mission to help people get care, stay well, and build healthy communities. To learn how the QI program supports you behind the scenes, visit www.selecthealthofsc.com or call Member Services toll free at **1-888-276-2020**.

Your rights and responsibilities

As a First Choice member, you have many rights and responsibilities. For example, you have the right to be treated with respect. You also have the right to take part in choices about your health care. Visit www.selecthealthofsc.com to see the full list of member rights and responsibilities. Under the **Members** tab, click on **Information for you**. Then select **Member rights and responsibilities**. You can also find it in your Member Handbook. Or call Member Services toll free at **1-888-276-2020**.

Online resources: Notice of Privacy Practices and more

Go to www.selecthealthofsc.com to find resources like the Notice of Privacy Practices, Member Handbook, Copayment Reference Guide, and online Provider Directory for your First Choice plan. If you need printed copies of these items sent to you, call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**. You can also download the Notice of Privacy Practices at www.selecthealthofsc.com/member/english/info-for-you/privacy-practices.aspx.



Help us better help YOU!

First Choice sends out a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey each year to evaluate services important to you.

The survey is mailed to a random sample of members. Survey results 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 2022. If you get one, please fill it out and mail it back in the prepaid envelope provided. We look forward to hearing from you!

Scores for 2021 are in! The 2021 CAHPS received an overall score of 4 out of 5 stars in the child and adult surveys.

We want to get to know you

At First Choice by Select Health of South Carolina, we want to help make sure you get access to the best care. We would like to know more about your cultural background and what language is easiest for you to speak and understand when you are getting primary care.

The better we know you, the better we can work to meet your health care needs. To help us serve you and your family, please:

1. Call Member Services at **1-888-276-2020**.
2. Answer 5 questions about your cultural background and language preferences.

If you choose to share this information with us, it will stay private and safe by law. We will use it only to better meet your needs. You can learn more at www.selecthealthofsc.com. Go to the **Members** section, click on **Information for you**, then **FAQ**. Thank you for helping us improve our services!

We have employees who speak Spanish and are ready to help you. Tenemos empleados que hablan español y que están listos para ayudarle.



Distinction in Multicultural Health Care

Select Health of South Carolina's commitment to cultural competency was once again recognized by the National Committee for Quality Assurance (NCQA) with the Distinction in Multicultural Health Care (MHC) for the sixth consecutive cycle!

The NCQA awards this distinction to organizations that meet or exceed standards in providing culturally and linguistically appropriate services (CLAS). The NCQA evaluates how well an organization complies

with standards for:

- Race/ethnicity and language data collection.
- Language assistance.
- Cultural responsiveness.
- Quality improvement of CLAS.
- Reduction of health care disparities.

In May 2011, Select Health's First Choice health plan was among the first 7 health plans in the nation and the first in South Carolina to achieve the NCQA's MHC distinction. We have repeated this feat 5 times since, not an easy task. And this most recent time, we earned a perfect score of 100%!



First Choice wants you!

Be a part of our Community Advisory Committee (CAC)

What is the CAC?

The CAC is a group made up of community partners and First Choice members. To help make sure we provide the best care for our members, we created the CAC. It's a way to get your voice heard. With your help, we can better understand our members' needs.

What would I do?

If you join the group, you would take part in CAC meetings. The CAC meets 4 times a year to share feedback about the plan, better understand the member experience, and give ideas about how to improve our benefits and services.

How can I join?

Thank you for considering being a part of the CAC. If you would like to share your voice on the CAC, please call Michelle at **1-843-460-7850** or Lolita at **1-843-330-2665**.

Medicine updates

Visit www.selecthealthofsc.com for up-to-date pharmacy information. Our Pharmacy and Therapeutics Committee meets 4 times a year to vote on changes to the Preferred Drug List, including which medicines to add or remove. The website also includes:

- Preferred Drug List updates. These are in the **Member tools** area of the website.
- New prior authorization criteria and procedures for submitting a prior authorization request. Click on **Benefits**, then **Prescription benefits**. Finally, click **Prior approvals and authorizations**.
- Pharmacy benefit restrictions. Find these by clicking **Benefits** and then **Prescription benefits**.
- Drug recall information. Find this in the **Information for you** section.

Reminder — Vyvanse removed from Preferred Drug List

First Choice removed the medicine called Vyvanse from the Preferred Drug List on August 2, 2021. This medicine is used to treat attention-deficit/hyperactivity disorder (ADHD). If you or your child has not switched to an alternate medicine, such as Concerta or Adderall XR, please talk with your prescribing health care provider about your options. If you or your child needs to remain on Vyvanse, have your prescribing health care provider submit a prior authorization form to First Choice.

If you need help with your prescriptions, please call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**.

3 reasons to see a primary care provider

1 Having a relationship with a primary care provider (PCP)

helps you get the care you need, which may help you live a longer, healthier life. The U.S. Department of Health and Human Services says these are 3 of the many benefits to having regular visits with a PCP:

1 Making sure history does not repeat.

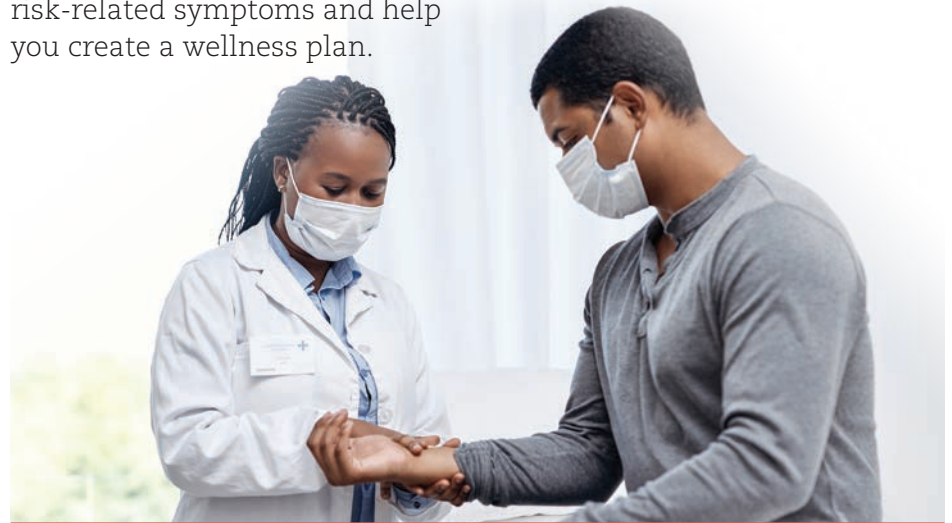
Some of your medical risks come from your family history, while others can be related to lifestyle. Your PCP can keep a watchful eye on risk-related symptoms and help you create a wellness plan.

2 Keeping you on schedule.

A PCP helps ensure that you and your family stay up-to-date with age-appropriate screenings and vaccinations. Your PCP can catch health problems early, which is when treatment is most successful.

3 Providing an inside track to the health care system.

A PCP helps coordinate your care if you have to go to the hospital or see a specialist. Your PCP knows how to get you the care you need.



Get a flu shot

The flu can take a toll on your body, causing a fever, muscle aches, and tiredness. You may miss days of work, school, and other activities. Getting a flu shot may help you avoid this.

The Centers for Disease Control and Prevention (CDC) recommends the vaccine for most people ages 6 months and older. Infants should have 2 flu shots before they are 2.

Flu shots are especially important if you are at high risk for serious flu-related complications. The CDC says this group includes adults ages 65 and older, young children, and pregnant women. It also includes people with certain health conditions, such as asthma, diabetes, or heart disease.

How to help children with anxiety

Coping with stress is hard

for adults. It's even harder for children. They tend to have a stronger reaction to it than adults. Yet kids are less likely to express themselves with words. This means your child's behavior is often the key to knowing how well they are adjusting. Signs of anxiety may be a clue that your child needs extra support.

Know the signs

Everyone responds to stress differently. The American Academy of Pediatrics (AAP) says children with anxiety may:

- Have headaches or pain that can't be explained.
- Eat less or much more.
- Have nightmares and trouble falling or staying asleep.
- Not enjoy doing things they liked to do before.
- Seem very sad or worried.
- Act out or behave different.

The AAP says children ages 3 to 6 years may show outgrown behaviors, such as tantrums and wetting their clothes or bed. From ages 7 to 10, children are likely to have problems paying attention. The AAP says that children ages 11 to 18 may:

- Argue or fight more with siblings and adults.
- Avoid schoolwork.
- Use tobacco, alcohol, or drugs.

Give support

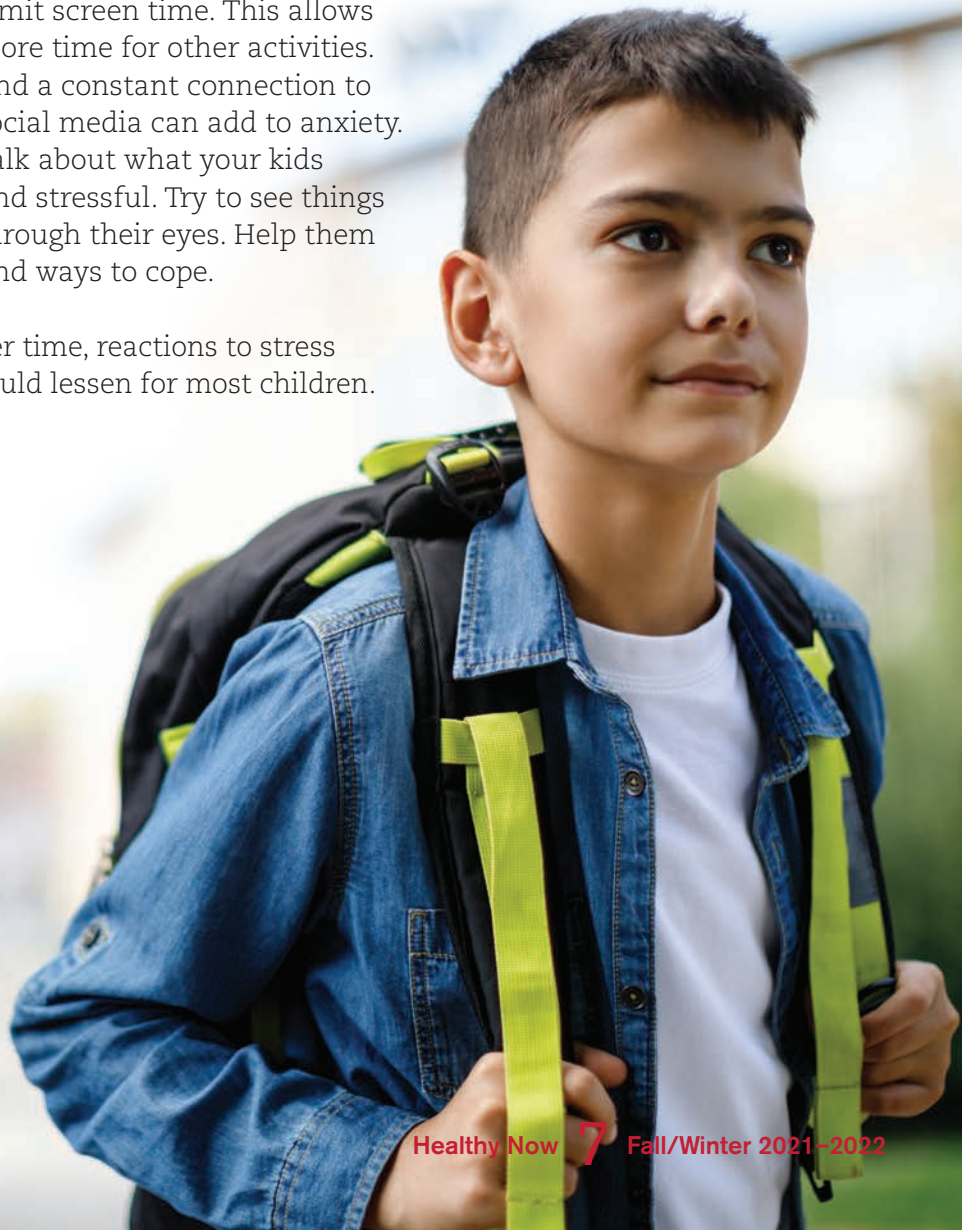
Healthy habits can help children, and their families, better cope with stress. The AAP offers these tips:

- Eat a healthy diet. Keep fruits and vegetables on hand for snacks and meals.
- Stay active together. Try for at least 60 minutes each day. Have fun jumping rope, walking, hiking, and biking.
- Limit screen time. This allows more time for other activities. And a constant connection to social media can add to anxiety.
- Talk about what your kids find stressful. Try to see things through their eyes. Help them find ways to cope.

Over time, reactions to stress should lessen for most children.

If symptoms get worse, talk with your child's PCP. They may give you a referral to a mental health provider.

Your First Choice and Healthy Connections benefits include mental and emotional health services. To learn more, visit www.selecthealthofsc.com or call Member Services at **1-888-276-2020**.



7 ways to jump-start kids' heart health

The American Heart Association (AHA) offers **Life's Simple 7 for kids**. These important lifestyle choices help protect their heart health now and in the future. Here are the basics and how to include them in your family's life:

1 Eat healthy. Per the latest Dietary Guidelines for Americans from the U.S. Department of Agriculture, kids' diets should include fruits, vegetables, whole grains, fat-free and low-fat dairy products, oils, and protein-rich foods. Serve a variety of healthy meals and snacks. If kids refuse a food once, offer it again.

2 Move every day. Children ages 3 to 5 should stay active all day long. School-age kids and teens need a daily hour of exercise. To get it, stretch together each morning. Take jump rope or push-up breaks during TV time. Go on walks.

3 Keep weight in check. Healthy eating, physical activity, and reduced screen time keep extra pounds away. So does sleep. Tired kids eat more and move less.

4 Do not smoke. Help keep kids from smoking by turning down tobacco yourself. Start talking about the dangers of smoking and vaping as early as kindergarten. Set clear rules. Prepare kids for peer pressure by rehearsing responses.

5 Control blood sugar. More children and teens than ever are developing Type 2 diabetes. Ask your child's primary care provider about testing. Reduce blood sugar with healthy eating and exercise. Serve water and milk, not juice or soda.

6 Check blood pressure. High blood pressure (hypertension) is also rising among kids and teens. Yearly screenings should begin at age 3.

7 Learn about cholesterol. This waxy substance can coat blood vessels at an early age. Most kids should get their first blood cholesterol test between ages 9 and 11, then every 5 years.

DIY obstacle course

Grown-ups, set up the course in the yard or at a park. Guide little athletes during their play or join in! For stations, consider having each child:

- Pick up a tennis ball and run over to toss it in a bucket.
- Run to a basketball hoop and make 1 or more shots.
- Walk a line that is drawn in chalk.



Have kids walk, run, hop, or do a silly action between obstacles. Not a lot of space? Do jumping jacks, dance, or run in place between stations. Keep your child's age and abilities in mind when making your course. For example, use shorter distances between obstacles for young children. Do not let colder weather hold you back. Keep moving throughout the year!

Make meatless meals a habit

You do not have to go vegan to reap the rewards of eating less meat. Starting with just 1 meal a week can put you on the path to better health and save you money, says the AHA. Not only is meat often more expensive per pound than other types of protein, but it's also high in calories, sodium, cholesterol, and saturated fat.

The AHA says cutting back on meat reduces the risk for:

- Heart disease.
- High blood pressure.
- High cholesterol.
- Obesity.
- Some cancers.
- Stroke.
- Type 2 diabetes.

Updating dishes you already serve may make the change to your routine seem easier. Be

sure to pick ingredients that are healthy, not just meatless. For example, do not rely heavily on processed foods, like packaged veggie burgers, to get protein.

Here are ways to make over popular meals:

- Fill tacos and burritos with black beans, red peppers, brussels sprouts, and other beans and vegetables.
- Make chili with lentils or kidney or pinto beans instead of ground beef. Sprinkle on shredded fat-free or low-fat cheese.
- Stir-fry broccoli and other vegetables with tofu or toasted peanuts.
- Sprinkle unsalted nuts or seeds instead of bacon pieces or luncheon meat on salads. Try pumpkin seeds, almonds, walnuts, or pecans.

Vegetarian chili

Ingredients

- 1 cup textured soy protein
- $\frac{7}{8}$ cup boiling water
- 1 tablespoon olive oil
- 1 large onion, chopped
- 1 green bell pepper, chopped
- 2 cloves garlic, minced
- 1 28-ounce can diced tomatoes
- 1 19-ounce can black beans, rinsed and drained
- 2 tablespoons chili powder
- 1 tablespoon cumin

Directions

Reconstitute textured soy protein with boiling water. Heat oil in large pot. Sauté onion and green pepper until soft, about 5 minutes. Add garlic and cook briefly. Add tomatoes, beans, chili powder, cumin, and soy protein. Stir. Bring to a boil. Reduce heat and let simmer for about 30 to 45 minutes, until chili thickens.

Nutrition facts

Serves 4. Each serving has about 243 calories, 4 g fat, 0 mg cholesterol, 758 mg sodium, 40 g carbohydrate.

Source: *Health and You magazine*



Find other recipes on our First Choice by Select Health YouTube channel!
www.youtube.com/firstchoicebyselecthealth

Healthy eating while pregnant or breastfeeding

Have you heard that a pregnant woman is “eating for 2”? Well, it’s true. And the same goes for moms who are breastfeeding their babies. Keep reading for healthy eating advice from the U.S. Department of Agriculture and U.S. Department of Health and Human Services.

Calories and nutrients

Healthy eating looks similar before, during, and after pregnancy. But you need more calories as your pregnancy advances and while breastfeeding. For example, you may not need any extra calories in your first trimester. You may need more than 300 extra calories a day

during your second trimester and the first 6 months of breastfeeding. You may need more than 450 extra calories during the third trimester.

Your body also needs extra nutrients to restore your own supply and support your baby’s development. Food sources are preferred, but your health care provider may advise you to take supplements with folic acid, iron, iodine, or choline.

Talk with your provider about supplements and your calorie and weight gain targets.

Foods to eat or avoid

The best way to meet your body’s needs is to eat foods that offer lots of vitamins and minerals but little or no added sugars, saturated fat, and sodium.

Bulk up on produce and whole grains. Get protein from beans, nuts, lean meats, poultry, and certain seafoods. Opt for healthier oils, such as vegetable oils and those found in nuts. Use fat-free or low-fat dairy products.

Some things can harm a developing or breastfeeding baby. This includes alcohol and tobacco. Ask your provider what you should avoid or limit. Learn more now at www.womenshealth.gov. Search for “Staying healthy and safe.”

Get a Bright Start with Mom’s Meals

New moms who are enrolled in our Bright Start® program can get home-delivered meals. A total of 14 meals arrive in 1 shipment. Visit www.selectthehealthofsc.com for details and conditions.

More than baby blues?

Postpartum depression can start anytime in the first year after giving birth. The Centers for Disease Control and Prevention says to watch for these symptoms:

- Feeling sad, hopeless, or overwhelmed.
- Losing interest in things you once enjoyed.
- Being uninterested in your baby.
- Lacking energy and motivation.

Do any of these apply to you? If so, tell a loved one and your health care provider.

Protect your kids from common choking dangers

What curious young children put in their mouths can become a choking danger. Both food and objects can stick in their throats if swallowed. To protect your child, follow the tips below.

Safe eating habits

At meal and snack times:

- Do not leave your child alone while they are eating.
- Have your child sit upright in a high chair or at the table.
- Urge your child not to eat and talk at the same time.
- Stop your child from running or playing with food in their mouth.
- Cut food into pieces smaller than ½ inch.

The American Academy of Pediatrics (AAP) says to keep

some foods off the menu while your child is younger than age 4, including:

- Uncut or round pieces of hot dogs.
- Chunks of meat, cheese, or raw vegetables.
- Whole raw fruits and veggies, like grapes and baby carrots.
- Chunks or spoonfuls of peanut and other nut butters.
- Nuts, seeds, and dried fruit, like raisins.
- Popcorn, pretzels, and similar snack foods.
- Gummy fruit snacks, chewing gum, and marshmallows.

Serving fish, chicken, or meat? Do not let bones make it onto the plate.

Good housekeeping

Keep small household items and toys with small parts out of toddlers' reach. Make sure they can't get balloons, coins, marbles, tiny balls, pen caps, refrigerator magnets, and button-type batteries.

Choking emergencies

A child can choke even if you take precautions. If they have a forceful cough and are crying or vocal, the AAP says to let them try to cough the food or object out. But still call **911** in case their airway ends up blocked.

If your child can't make a sound, looks pale, or is coughing weakly, the AAP says to have someone call **911** while you do the Heimlich maneuver. For a refresher on this technique and what is best for your child's age and situation, visit www.healthychildren.org. Search for "Responding to a choking emergency."

If your child swallows a button battery, magnet, medicine, or other dangerous substances, but is not choking or having symptoms, you should still call the Poison Help Line at **1-800-222-1222**.

First Choice members: Get a personal safety emergency kit at no cost to you. It has a digital thermometer, disposable face coverings, and hand sanitizer. Call Member Services at **1-888-276-2020**. (Upon request, limit of 1 kit per household, per lifetime.)

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)**.

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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Young and healthy? You still need health screenings

Do not skip appointments with your primary care provider (PCP).

Talk about which screenings you should have. They can help find problems early when they are easier to treat. Screenings you may need include:

Blood pressure. You can't feel high blood pressure, which increases the risk for heart disease and stroke. The AHA advises getting your blood pressure checked starting at age 20. If it's normal, you may only need to have it checked every 2 years. If it's higher than 120/80 mmHg, your PCP may check it more often.

Cholesterol. This waxy substance can build up inside your arteries. The AHA says to have your cholesterol levels checked at age 20 and then again every 4 to 6 years. If you have an increased risk for heart disease or stroke, your PCP may check it more often. A healthy total cholesterol level is lower than 200 mg/dl.

Body mass index (BMI). This estimates how much body fat you have based on your height and weight. The National Institutes of Health (NIH) warns, the higher your BMI, the greater your risk of developing high blood pressure and Type 2 diabetes. The NIH says a healthy BMI for adults is between 18.5 and 24.9.



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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