



Healthy NOW

SPRING 2022

www.selecthealthofsc.com

Renewing your Healthy Connections Benefits:
Learn more on page 2.

Update your
address!



Need help?



Missed your
deadline?

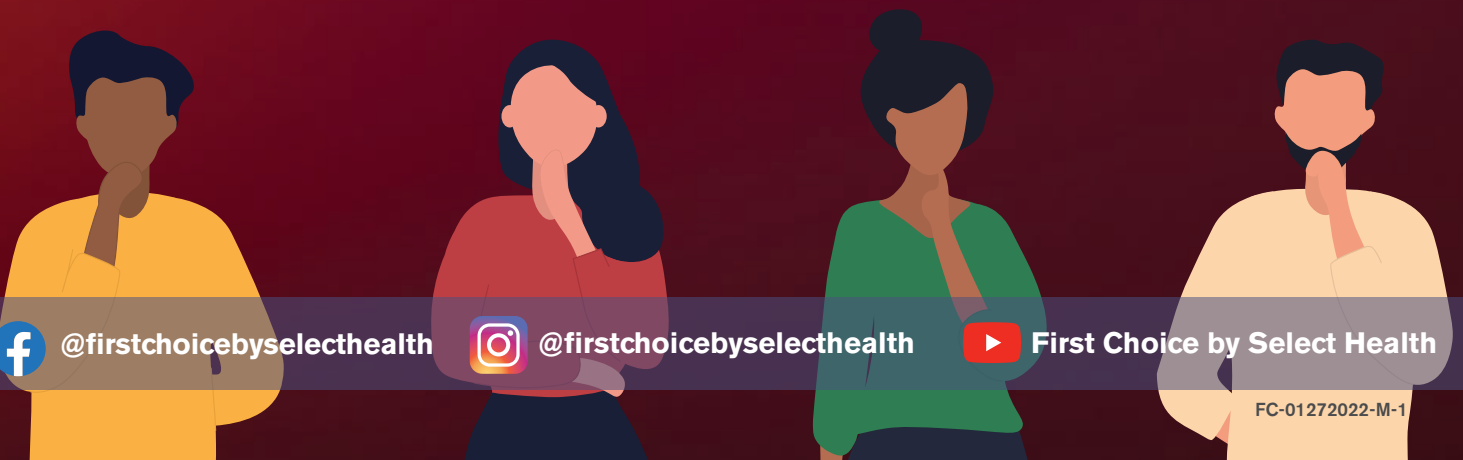


Call us for a
replacement form



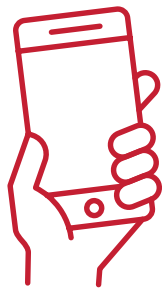
**Extra benefits
can help you
stay healthy**

See pages 3, 7, and 11!



Important information about your First Choice and Healthy Connections benefits

The annual eligibility review process to renew your Healthy Connections benefits if you are still eligible resumes at the end of the COVID-19 public health emergency. 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.

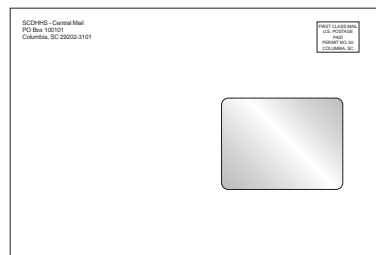
- If you return your form on time and you are still eligible for Healthy Connections, you can continue your First Choice plan benefits without interruption.

- If you return your completed form late, you may temporarily lose benefits or be placed on another health plan, but you may regain Healthy Connections coverage if you are still eligible. You can also 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.



We can help you!

We want to help our First Choice members with their annual eligibility review. When you get the Annual Review Form, if you have questions or need help:

- Visit our website at **www.selecthealthofsc.com/renew** for detailed information.
- 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.

Your **First Choice**

Extra benefits can help you get and stay healthy!

First Choice offers all the standard Medicaid benefits plus extra benefits to help keep family members of every age healthy! Here are just a few of the great things we offer at no cost to you:



Virtual First Choice Fit activities with Marcus Lattimore for qualifying members.



Swimming lessons for qualifying members at regional YMCA locations with a First Choice voucher.



Adult vision care, including eye exam and glasses every 2 years.*



Home-delivered meals for new moms enrolled in Bright Start.*



NEW! Electric breast pump for new and expectant moms, with a prescription from your OB/GYN or midwife.*



Regional baby showers with car seats, diaper bags, and more for qualifying members.

We have more! Learn more about these and all the other extra benefits we have by visiting www.selecthealthofsc.com. Click on **Learn about our extra benefits** on the homepage.

*Conditions apply, see website.

www.selecthealthofsc.com

FC-01272022-M-1

It's easy: *Updating your contact information*

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.

Getting care when you need it

Quick reference information for getting health care and scheduling appointments.

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 ChoiceSM 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.



Scheduling an appointment with a specialist

Your primary care provider (PCP) has recommended that you see a specialist. You are eager to get the added help for your health problem. With specialists in high demand, the U.S. Department of Health and Human Services says there can sometimes be a wait before you get in for a visit. If you are worried that your problem may be too urgent to wait, ask to speak with a nurse who can assess the situation.

It may also help to ask:

- Your PCP to recommend more than 1 specialist. That gives you more options for finding one who fits your needs and getting an appointment. You can also search online for an in-network specialist on our website home page, click on **Find a provider**.
- The specialist's office whether another provider at the same location accepts First Choice and can see you sooner. For example, you may be able to get in sooner to see a physician assistant or nurse practitioner.
- If the specialist's office has a cancellation list. If another patient cancels, you may be offered the empty time slot. This often happens on a short notice.



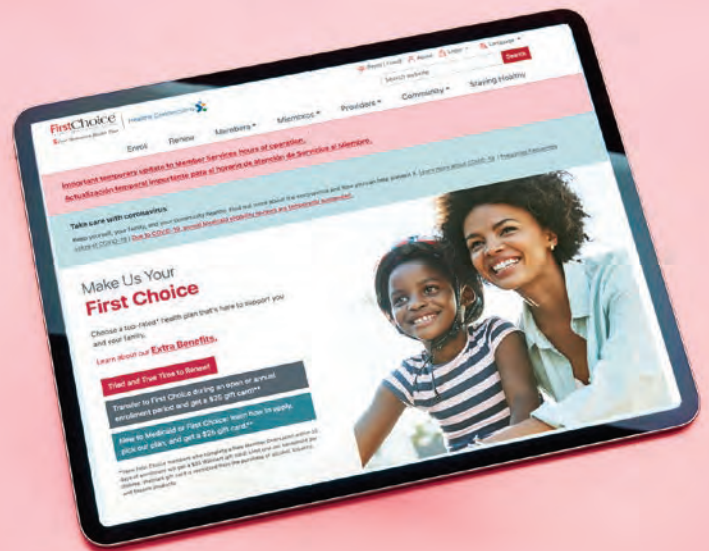
Help us better help YOU!

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. The survey is mailed to a random sample of members. It is designed to tell us how you feel about your health care providers, our plan, and the care you receive. The results of the survey help us make improvements to programs and services used by our members.



The latest CAHPS survey went out in early 2022. If you get or have gotten 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**.



Online resources for you

Go to www.selecthealthofsc.com to find resources like the Member Handbook, Copayment Reference Guide, and online Provider Directory for your First Choice plan.

If you need printed copies of these items, call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**. Also check our website for notices of any temporary benefit changes related to public health emergencies, such as the COVID-19 pandemic, or extreme weather, such as hurricanes.

What is health care fraud and abuse?

There are many types of fraud and abuse. These can include when doctors bill for services you did not get or bill the wrong way on purpose to get paid more. Or when people use member ID cards that are not theirs or people who are not supposed to get coverage are on a health plan.

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.
- Only share your Medicaid ID number or Social Security

number if you have confirmed who you are speaking with and they are acting in an official role related to your health care.

- Count your pills each time you pick up medicine to make sure you get the amount prescribed. If the amount is not correct, tell your pharmacist. If you get too few pills on more than 1 occasion, report it as directed below.

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 Fraud Tip Hotline: **1-866-833-9718** (to report fraud, waste, or abuse).

- 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. Or mail a letter to:

- Special Investigations 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

How to sign up for a no-cost Care Management program



We have care managers who do outreach by phone to help you get and stay healthy. Our Care Management programs are designed to help with pregnancy, long-term illnesses, injuries, and mental health conditions. We have health programs for asthma, pregnancy, heart problems, and diabetes. There are many ways you can join 1 of these programs, provided to you at no cost. You can ask your primary care provider (PCP) to enroll you, or you can refer yourself. Just call us at **1-888-276-2020** and select

the options for **Rapid Response/Care Management**. You can also contact us by sending a secure email from the **Contact** page on our website, and someone will respond within 24 hours, Monday through Friday. Or log in to the Member Portal and go to **Enroll in a special program**. We can:

- Give you or your authorized caregiver your health evaluation.
- Help you get covered medicines and covered medically needed equipment and supplies.
- Arrange for rides.
- Communicate some information by two-way texting,** if you or your caregiver, who is authorized to receive your health information, opts in.
- Find specialists, and more.

Some people may have multiple health issues and would benefit

from a Complex Care Management program. If you are a member who feels you would benefit from such a program, you can be referred by a health care provider, a discharge planner, a care manager who works in 1 of the programs listed here, or a caregiver. Or you can refer yourself. Just call us at **1-888-276-2020** and select the options for **Rapid Response/Care Management**.

Want to learn more about these conditions and get tips on how to get and stay healthy? Join 1 of these programs:

BRIGHTSTART
For pregnant members.

breathe**easy**
For members with asthma.

in**control**
For members with diabetes.

heart**first**
For members with heart disease.

Learn more about our Care Management programs at www.selecthealthofsc.com. Click on **Staying Healthy**, then click on **Care management** under **Programs and services**.

First Choice is proud to support South Carolina families receiving Foster Care services. 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.

*The secure email inbox is not monitored 24 hours per day and should not be used to report a medical emergency. In the event of a medical emergency, call **911**.

**Standard messaging and data fees may apply.

Using a breast pump

First Choice is here to help new and expectant moms give their newborn a bright start with an electric breast pump. Be sure to read the instructions before you start using your pump. You may still need to try different methods and settings before you find the ones that work best for you.

It may take a few minutes of pumping for you to get a steady flow of milk. Most pumping sessions last 10 to 20 minutes. But you can pump as long as the milk is flowing and you are comfortable. Here are some general tips for using a pump:

- **Make sure the breast flange fits well.** The flange is the funnel-shaped part that centers over the darker ring around your nipple (areola). If you need help, ask your health care provider or lactation consultant.
- **Massage your breasts before you pump.** This causes milk to pass through the breast (letdown) faster. Massage your breasts again before you stop to help fully drain them of milk.
- **Get a seal on the breast.** It may help to moisten the rim of the flange before placing it. You may find you like to place the flange before you turn the pump on. Or you can turn the pump on first.
- **Start with the lowest suction setting.** Then slowly increase the suction. Set the level so you feel a strong but comfortable tug on the nipple. Decrease the suction if you have mild pain.
- **Do not fill collection bottles more than $\frac{2}{3}$ full.** This helps prevent spills and leaves room for milk to expand if you freeze it. Have extra containers in case you need them. For information on how to store breast milk safely, visit www.cdc.gov/breastfeeding. Click on **Guidelines & Recommendations**, then **Proper Storage and Preparation of Breast Milk**.

Be sure to drink plenty of water throughout the day. And keep in mind that women can pump very different amounts of milk. If you have concerns, work with your health care provider or lactation consultant. They can help you figure out how much milk you may be able to pump. They can also tell you what signs mean your baby is well fed. Even a small amount of breast milk is very good for your baby.



Get a Bright Start

- New and expecting moms can get an **electric breast pump** with a prescription from their OB/GYN or midwife.
- New moms enrolled in our Bright Start® program can get **home-delivered meals** at no cost to them. A total of 14 meals for mom will arrive in a shipment.

Visit www.selecthealthofsc.com for details and conditions. Call **1-888-276-2020 (TTY 1-888-765-9586)** or visit the Member Portal to join the Bright Start program.

Keeping things clean

It's important to keep bacteria from getting into breast milk. This can happen when you get ready to pump, while you are pumping, or when you store or transport milk. You should:

- Wash and rinse your hands well before touching pump parts, your breasts, or containers.
- Follow the instruction manual when cleaning all of the pump's parts.
- Make sure containers are clean before using them to collect milk.

Why developmental screenings are important

As young children grow, they reach many milestones in how they move, speak, learn, and play. Milestones are things that most children can do by a certain age. The Centers for Disease Control and Prevention (CDC) warns that a delay in reaching milestones is sometimes a sign of a problem. Developmental screenings are designed to pick up such delays early.

If all is going well, you will feel reassured. And if there is a problem, your child can get help

for it sooner. The CDC says acting early can make a big difference in their success at home and school.

What screenings look for

A health care provider should do developmental screenings during well-child visits (checkups). Your child's provider or a nurse may ask you questions and talk and play with your child.

Developmental screenings can find signs of autism spectrum disorder (ASD). This condition can cause a wide range of symptoms that vary in intensity. The CDC says children with ASD often have:

- Difficulty communicating and interacting with others.
- Limited interests and repeated behaviors.
- Challenges in daily life.

These screenings can also help find other problems with:

- Mental, emotional, and behavioral development.
- Language skills.
- Gross motor skills, such as sitting, crawling, and walking.

A screening alone can't diagnose ASD or another condition, notes the CDC. But it can show when more testing is needed.

When to have screenings

The CDC says your child's provider should do a developmental screening at these ages:

- 9 months. To check for delays in development.
- 18 months. To look for delays and signs of ASD.
- 24 months. To look for signs of ASD.
- 30 months. To look for delays in development.

If you notice issues at home, do not wait for those ages. Call your child's provider to schedule a visit.



What you should know about teens and suicide

Suicide is the second-leading cause of death among teens in the United States, warns the American Academy of Child and Adolescent Psychiatry (AACAP). While there is no single cause for suicide, the AACAP says about 90% of adolescents who take their own lives had a mental health disorder, usually depression or anxiety.

Despite this, research shows that more than 50% of youth treated in the emergency room after a suicide attempt or episode of deliberate self-harm do not receive a mental health assessment.*

Watch for warning signs

The American Academy of Pediatrics (AAP) says to watch for these warning signs of depression or suicide:

- Talking or writing about suicide and death.
- Changes in activities or emotions. For instance, your teen may go through extreme mood swings or lose interest in hobbies that used to be fun.
- Withdrawing from family and friends.
- Neglecting personal appearance or responsibilities.
- Getting in trouble: Running away or acting rebellious, aggressive, or overly impulsive.
- Abusing drugs or alcohol.

Also, some teens who are severely depressed may abruptly appear as if they feel better. Be wary of this switch. It could be a sign they have decided to commit suicide and feel a sense of relief.

How you can help

Think your teen is in immediate danger? Call **911** or go to the emergency room right away for help. If your child does not have an assessment by a mental health specialist at the hospital, the AACAP says to meet with a trained, qualified mental health provider as soon as you can after you leave.

In the long term, keep the lines of communication open. Ask your teen how they feel or whether they have ever thought about suicide. Do not be shy about bringing up the topic. The National Institute of Mental Health (NIMH) says talking about suicide can help stop it from becoming a reality.

Treatment options include therapy and medicines that can help teens overcome depression and suicidal thoughts, says the NIMH. If you have concerns, reach out to your child's health care provider or a school counselor. Or call the National Suicide Prevention Lifeline at **1-800-273-TALK (1-800-273-8255)** or visit **www.suicidepreventionlifeline.org**.

Checkups can help prevent health problems

It's important for teenagers to see a health care provider for well-child visits. These checkups can help prevent and catch health problems early, says the AAP. Key aspects include:

- Depression and mental health screening.
- Hearing and vision checks.
- Body mass index (BMI) check.
- Vaccines, including human papillomavirus (HPV) vaccine.
- Nutrition and exercise advice, including help with eating disorders.
- Help with health conditions, such as acne or asthma.
- Information about puberty, sexually transmitted infections, guns, and violence.
- Tobacco, alcohol, and drug use assessment.

*Caterina Zanus et al, "Adolescent Admissions to Emergency Departments for Self-Injurious Thoughts and Behaviors," *PLOS One*, January 26, 2017, <http://journals.plos.org/plosone/article?id=10.1371/journal.pone.0170979#pone.0170979.ref017>.

Lunchtime!

Fun ways to fuel school days

Are your kids tired of the same old lunches? Here are tips from Registered Dietitian Brooke Brittain of Clemson Rural Health for packing lunches that help give children the energy they need to learn and play at school:

Include foods from at least 3 food groups:

- **Start with protein.** Nut-free options include low-sodium (low-salt) lunch meat, hard-boiled eggs, grilled chicken, beans, hummus, and low-fat cheese or yogurt. Milk and cottage cheese are also great ways to bring in dairy.
- **Add a fruit and vegetable.** Switch it up and pick what is in season: Apple slices, strawberries, grapes, blueberries, watermelon, or oranges. Veggies are great for dipping! Pair cucumbers, cherry tomatoes, broccoli, carrots, red peppers, sugar snap peas, or celery with hummus or low-fat ranch dressing.



- **Do not forget grains.** Rely on whole grains like whole-wheat bread, tortillas, or crackers. Try low-calorie popcorn or low-sugar whole-grain cereals.

You can use leftovers, such as pasta salad. Or put grilled chicken on a sandwich.

And give kids milk or water. Avoid drink pouches, juices, and other sugary options.

Make lunch something they look forward to:

- Choose foods with different colors and textures.
- Use cookie cutters to cut sandwiches, cheese, or fruit into fun shapes.
- Serve lunch in a bento box. This type of lunch box has 2 or more sections. This helps with portion control, and you will need fewer plastic baggies.

To make mornings easier, wash, chop, and package the fruits and veggies in advance. Pick a day you are less busy. If you leave off toppings like mustard, you can also make sandwiches a couple days early.

Bento box ideas



Box 1

- Half a sandwich. Try low-sodium ham or turkey on wheat bread with low-fat cheese.
- Cut celery and baby carrots with low-fat ranch dressing
- Mix of fresh grapes and strawberries



Box 2

- Whole-wheat crackers
- Low-fat cheese and low-sodium ham or turkey, cut into small squares
- Apple slices
- Mix of cucumbers slices and cherry tomatoes with low-fat ranch dressing



First Choice vision benefits

Adults: Members ages 21 and older have an adult vision benefit that includes the following once every 2 fiscal years: 1 comprehensive eye exam with no copay, 1 pair of eyeglass lenses including frames, and 1 eyeglass fitting.

Children: Members younger than age 21 have a vision benefit that includes the following once per fiscal year: 1 comprehensive eye exam with no copay, 1 pair of eyeglass lenses including frames, and 1 eyeglass fitting. It also covers 1 pair of replacement eyeglasses per fiscal year with no copay if the first pair is lost or damaged.

5 basic eye health tips

Some say that the eyes are the windows to the soul. If that is the case, it's probably best to keep those windows clean and healthy. Here are a few tips from the National Eye Institute:

1 Get tested. Go to an eye care provider and get a comprehensive dilated eye exam. The exam can detect eye diseases at early stages.

2 Go green. Eat lots of leafy greens, like spinach and kale. This may help reduce your risk for cataracts and age-related macular degeneration.



3 Wear shades.

Choose sunglasses that block out 99% to 100% of UVA and UVB radiation.



4 Know your family tree. Find out which eye diseases run in your family. Talk with your provider about your risk level and how you can lower it.

5 Wash your hands often.

Key times include before putting in or taking out contact lenses.



Visit www.selecthealthofsc.com for details. Click on **Members**, then select **Benefits**. Click on **Medical benefits** and scroll down to **Vision care**. To find a participating First Choice eye care provider near you, go to www.selecthealthofsc.com, and click on **Find a provider**. Call Member Services for questions about covered benefits and prior authorization requirements.

Note: Each fiscal year begins July 1 and ends June 30 of the following year.

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

© 2022. Articles in this newsletter are written by professional journalists or physicians who strive to present reliable, up-to-date health information. But no publication can replace the advice of medical professionals, and readers are cautioned to seek such help. Models used for illustrative purposes only. Developed by Krames 5526M

Medicine updates

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

There have been changes to several creams, lotions, and ointments that treat itching, redness, and swelling caused by some skin conditions.

Changes in how much a provider can prescribe: As of February 1, 2022, your provider needs to ask for prior authorization to prescribe quantities higher than the new limits. If you are currently prescribed 1 of the following medicines, ask your provider to check the new limits on our Preferred Drug List:

- Triamcinolone acetonide (Triderm®) 0.1% cream.
- Betamethasone dipropionate (Diprolene®) 0.05% lotion.
- Betamethasone valerate (Valisone®) 0.1% cream.
- Desonide (Tridesilon®) 0.05% ointment.
- Fluticasone (Cutivate®) 0.05% cream.

Taken off the Preferred Drug List: Hydrocortisone butyrate (Locoid®) 0.1% ointment, cream, and solution have been removed from our Preferred Drug List. As of February 1, 2022, your provider needs to ask for prior authorization before prescribing.

Use your benefits in the right way

At First Choice, we work with you and your PCP to make sure your benefits are used the right and most cost-efficient way. First Choice makes decisions based on the care, services, and your coverage. We do not give rewards or money to our staff, providers, or anyone else for denying, limiting, or delaying health care coverage or services. Please call Member Services to ask about specific services and benefits that First Choice covers.

We are here to help! Do you have questions about a pending authorization or denial? We are here to help with utilization management concerns 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



@firstchoicebyselecthealth



@firstchoicebyselecthealth



First Choice by Select Health
Download **FCSH Mobile** app from
Google Play™ or Apple App Store®.

FirstChoiceSM
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 