



# Healthy NOW

FALL 2023

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

Renewing your  
Healthy Connections  
(Medicaid) benefits  
Learn more on page 2

Learn more  
about your  
benefits and  
services

Manage  
asthma  
or diabetes  
to get or  
stay healthy

Help your  
baby sleep  
safely  
See page 6

# Attention: Action Needed!

## Yearly Process to Keep Your Medicaid Benefits



**FIRST CHOICE:  
Tried and True,  
Time to Renew!**

**Time is short!** When you get your annual Medicaid eligibility review form, you have limited time to complete and return it. If you don't return it on time, you and/or your children are at risk of losing Healthy Connections (Medicaid) benefits.

**To make sure you get your form,** it's important that Healthy Connections has your current address and contact information. Please visit the Healthy Connections online portal (<https://tools.apply.scdhhs.gov/quick-tools/>) today to update your information to prevent a gap in coverage. For the latest information about annual reviews, please visit Healthy Connections (<https://msp.scdhhs.gov/annualreviews/>).



Scan with your phone.

## RESPOND QUICKLY TO KEEP YOUR BENEFITS!

### Your annual Healthy Connections review process: Easy as 1, 2, 3!

#### 1 Once a year, Healthy Connections will mail you an Annual Review form in an envelope that looks like this.

- When you get it, please fill it out completely and go to Step 2.
- If you are unable to locate the form, see the green box on the back for replacement instructions.



#### 2 When returning the completed form, you will need to include the following:

- Social Security numbers (or document numbers for any legal immigrants who need insurance).
- Employer and income information for everyone in your family (for example, paystubs, W-2 forms, or wage and tax statements).
- Policy numbers for any current health insurance, including information about any job-related health insurance available to your family.



#### 3 Return the form and documents to Healthy Connections:

- Scan the form and documents. Email them to [8888201204@fax.scdhhs.gov](mailto:8888201204@fax.scdhhs.gov).
- OR fax the form and documents to 1-888-820-1204.
- In person: You can bring your renewal form and documents to a local South Carolina Healthy Connections Eligibility office. You can find an office near you by checking a list of Healthy Connections offices (<https://www.scdhhs.gov/site-page/where-go-help>).
- Or mail them to:  
SCDHHS – Central Mail  
P.O. Box 100101  
Columbia, SC 29202-3101



# 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. Thank you for helping us improve our services!

Learn more at [www.selecthealthofsc.com](http://www.selecthealthofsc.com).

Go to the **Members** section, click on **Information for you**, then **FAQ**.

We have employees who speak Spanish and are ready to help you.

Tenemos empleados que hablan español y que están listos para ayudarle.



## 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](http://www.selecthealthofsc.com) or call Member Services toll free at **1-888-276-2020**.



### Need a replacement Annual Review form?

- Download and print the form from [www.scdhhs.gov/sites/default/files/WKR002.pdf](http://www.scdhhs.gov/sites/default/files/WKR002.pdf).
- Request the Annual Review form by secure email at [www.selecthealthofsc.com/contact](http://www.selecthealthofsc.com/contact).
- Call First Choice Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**. We can send a form and a postage-paid envelope for sending your completed form to Healthy Connections.
- Call the Healthy Connections Member Contact Center at **1-888-549-0820**.

If you need help filling out the form, call your health plan or Healthy Connections at **1-888-549-0820 (TTY 1-888-842-3620)**.



# Your First Choice: Extra benefits to help you get and stay healthy!

As a First Choice<sup>SM</sup> member, you keep your standard Healthy Connections benefits and get certain **extra benefits at no cost to you!**

Get a **\$25 gift card for completing a new member orientation** within 30 days of enrollment with First Choice.\*

## Rewards for healthy choices

Get gift cards and other rewards for completing qualifying healthy behaviors.

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

## Maternity support program



- **Regional baby showers** with choice of car seat, portable crib, or stroller. Qualifying members can also get diaper bags and more.



- **NEW! Diaper Days** for children ages 0 – 30 months.



- **Electric breast pump** for new and expectant moms, with a prescription from your OB/GYN.\*\*

- **NEW! Fresh Produce Box and Meal Program** Fresh produce boxes or meal kits home-delivered at no cost for qualifying members.\*



- **Newborn circumcision** up to 6 months old.
- **Keys to Your Care<sup>®</sup>** texting with tips and reminders for expectant moms. (Messaging and data fees may apply.)

## Educational assistance programs

- **College scholarships and GED vouchers** for selected qualifying members.
- **Back-to-school events** with haircuts and school supplies for grades K – 12 (while supplies last).



## NEW! First Choice Take Flight

Enhanced foster care program for youth who are aging out of foster care.

## NEW! Youth Sports Program/ Swim Lessons YMCA Voucher

In collaboration with select YMCA locations, qualified members can get a First Choice voucher for a choice of swim lessons or Youth Sports Program.

## State-of-the-art community center

Visitors can have help from our community partners, like Benefit Bank services with certified counselors and tax appointments. (Note: Certain events are for members only.)



## Smartphone with SafeLink Wireless<sup>®</sup>

Qualified members get a smartphone (limit one per household). Smartphones have 4.5GB of data, 350 monthly minutes, and unlimited text messages. Smartphone calls to First Choice Member Services that will not count toward the 350 minutes.



- Apply today at [www.safelink.com](http://www.safelink.com), or call SafeLink at **1-877-631-2550** and use promo code **AmeriHealth**.
- Visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com) for complete details and restrictions.

## Technology resources

- Get access to **texting** and our **mobile app**. (Messaging and data fees may apply.)
- A **searchable website helps you** find no-cost or reduced-cost local services for medical care, food, job training, and other resources. Visit [www.selecthealthofsc.com/community](http://www.selecthealthofsc.com/community).

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

Healthy Connections 

\*Note: There is a limit of 1 per household, per lifetime.

\*\*Conditions apply, see website.

FC-06142023-M-1

FC-08312023-M-2\_WM\_N



# Learn more about your **benefits and services** on our website, through your member portal, or by mail

The First Choice website, [www.selecthealthofsc.com](http://www.selecthealthofsc.com), described below is home to important resources and information about your health benefits and services.

## The member portal

Here you can see your medical and drug benefits, and health information. You have access to your recent medical care history while you have been a First Choice member. You can also:

- Request a new ID card.
- Change your primary care provider (PCP).
- See a list of your medicines.
- Enroll in a care management program.

To register: In the **Members** section, click on **Member tools**. Click on the **Member portal** link. Enter your information to log in.

## The most current Member Handbook

This has information about:

- Benefits and services that are and are not covered.
- How to get language services. These services are provided at no cost.
- How to choose a PCP and find providers in our network.
- When to access emergency services and how quickly you should be seen in urgent and routine situations.
- How to get care in case of an emergency or when you are out of town.

- What to do if you need to be admitted to the hospital.
- How to get care after normal business hours.
- How to get a second opinion.
- How to get specialty care and mental health services.
- Member Rights and Responsibilities and the Notice of Privacy Practices.
- Grievances and Appeals and how to report suspected fraud and abuse.
- How First Choice makes decisions about your care when there are advances in medicine and new treatments become available.
- Other benefits and services to help you be successful in your health decisions.

## Network hospitals, doctors, and behavioral health providers

Using the online provider directory, you can search for a First Choice health care provider, behavioral health provider, or hospital by name, ZIP code, or county. You can see their specialty, languages spoken, gender, office hours, and wheelchair accessibility.

## Copayment amounts for adults

See the Copayment Reference Guide.

## Medicine updates

You can find **Preferred drug list changes** (under **Member tools**), information and limits about pharmacy benefits (under **Benefits**, then **Prescription benefits**), and drug recall information (under **Information for you**).

## Member Rights and Responsibilities and the Notice of Privacy Practices

It is important for you to know what your health care rights are and what information you can control.

## Instructions for how to report fraud or make a complaint

You can find out about Medicaid State Fair Hearings and learn how to:

- Report suspected fraud or abuse.
- Make grievances (complaints).
- Ask for an appeal if a service you feel you need is denied.

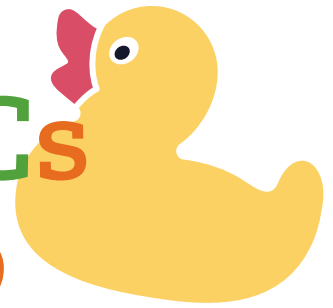
## Frequently asked questions and urgent notices

You can find out about many things like what to do if you get a bill, the policy on prior approvals, whom to call if you have trouble getting medicine filled, and how to change your PCP. Remember to 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.

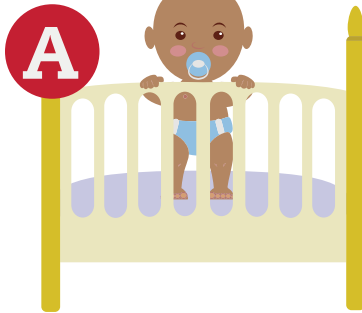




# Know the ABCs of safe sleep



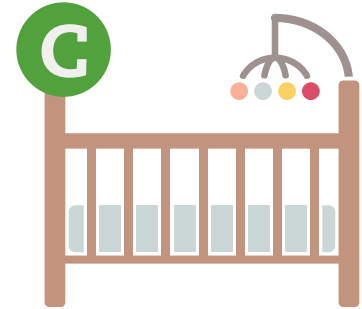
There are many steps you can take to help your baby stay safe as they sleep. The following can help reduce the risk for sudden infant death syndrome (SIDS) and other life-threatening hazards from birth to age 1:



**A is for alone.** Put your baby to sleep alone in their crib or bassinet. Cover the mattress with a fitted sheet. Keep blankets, pillows, toys, and all other items out of the crib. Do not use bumper pads.



**B is for back.** Place your baby on their back to sleep. Do this both during naps and at night. Do not put a baby on their side or stomach to sleep.



**C is for crib.** Babies should sleep on a firm, flat surface. Don't use one that is at an angle or inclined. Other safe examples include a bassinet, portable crib, or play yard that meets safety standards.



## 5 more tips that can help you protect your baby!

- 1. Choose a safe crib.** Use one made in 2011 or later so that it meets today's safety standards. Make sure it has instructions and is not broken or altered in any way.
- 2. Place the crib in your room for at least the first 6 months.** This may make it easier to breastfeed your baby.

- 3. Pick a safe spot.** Cribs should not be near windows that open. Keep it clear of cords from blinds, curtains, and baby monitors.
- 4. Avoid things that could block their airway.** For naps and bedtime, pacifiers should not be attached to a string or a clip. If your baby falls asleep in a car seat, stroller, or swing, move them to their crib as soon as you can.

- 5. Do not let your baby get overheated.** The room temperature should be comfortable for you both. You can also dress them in a sleep sack or wearable blanket if it's cold. Do not put hats on your baby indoors.
- For more information on safe sleep for babies, you can visit [www.healthychildren.org](http://www.healthychildren.org) and <https://safetosleep.nichd.nih.gov>.



American Academy of Pediatrics, "How to Keep Your Sleeping Baby Safe: AAP Policy Explained," [www.healthychildren.org/English/ages-stages/baby/sleep/Pages/a-parents-guide-to-safe-sleep.aspx](http://www.healthychildren.org/English/ages-stages/baby/sleep/Pages/a-parents-guide-to-safe-sleep.aspx). National Institutes of Health, "Ways to Reduce Baby's Risk," <https://safetosleep.nichd.nih.gov/reduce-risk/reduce>. South Carolina Birth Outcomes Initiative, "Safe Sleep, Every Sleep," [www.scdhhs.gov/sites/default/files/Safe%20Sleep%20Brochure%20Final%2011.10.17.pdf](http://www.scdhhs.gov/sites/default/files/Safe%20Sleep%20Brochure%20Final%2011.10.17.pdf).

# Get a flu shot to stay healthier now and later

**Flu season is almost here.** To help you avoid illness, the Centers for Disease Control and Prevention (CDC) says to get a flu vaccine (shot). As a First Choice Member, your flu shot is free. To get it, visit your primary care provider (PCP) or an in-network pharmacy, such as CVS or Walgreens.

The CDC recommends everyone ages 6 months and older have a flu shot each year. It's even more important if you have a high risk for serious flu-related problems (complications). This group includes:

- People with certain health conditions, such as asthma, diabetes, or heart disease.
- Adults ages 65 and older.
- Young children.
- Pregnant people.

It will take your body up to 2 weeks to become better protected from the flu. Try to have your shot by the end of October. If you end up with the flu, having a flu shot may reduce the severity of your illness to lower the risk of ending up in the hospital or death.

Keep in mind that you can't catch the flu from the vaccine. You could have mild side effects like muscle aches and a low fever. To learn more, visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Under **Members**, select **Staying healthy**. Click on **Flu information**.



## 3 more ways to stay well:

1. Cover your mouth when you cough or sneeze.
2. **Wash your hands often. Scrub for at least 20 seconds.**
3. Avoid people who are ill.

Learn more at [www.cdc.gov/flu/prevent](http://www.cdc.gov/flu/prevent).

## Preteens and teens need routine HPV vaccines

Routine vaccines (shots) are offered at well-child visits. They can be given at other times if needed. Ask your child's health care provider what shots your child needs.

Here are some of the reasons the CDC recommends human papillomavirus (HPV) vaccines:


- HPV can cause cancers of the throat, cervix, and penis.
- It spreads through skin-to-skin contact.
- HPV may not cause signs or symptoms.

It is best for children to have a full set of HPV vaccines before they are exposed to the virus. The CDC says:

- Children should receive 2 doses from ages 11 to 12.
- Those who do not get their first dose until age 15 or older will need 3 doses.
- Shots can be given as early as age 9.







# How to get children's asthma under control

**If your child has asthma, you need to take steps to manage it every day.** Using medicines as directed plays a big part. Here are things you and your child can do to help control symptoms and prevent asthma attacks.

## Know their triggers

Triggers are things that make your child's asthma worse. If you learn what their asthma triggers are, you and your child can try to avoid them. Some common triggers are:

- **Illness** — colds, flu, and sinus infections.
- **Allergens** — pollen, mold, dust mites, and dander from animals with fur or feathers.
- **Irritants** — perfumes, cleaning products, tobacco smoke, and air pollution.
- **Exercise** — a result of breathing fast.
- **Strong emotions** — stress, fear, and anger.

Your child's health care provider can help you learn more about their triggers.

## Take medicine as directed

The Asthma and Allergy Foundation of America (AAFA) says you need 2 kinds of medicine to keep asthma under control:

- **Long-term control medicines** that are taken every day to control and treat symptoms.
- **Quick-relief, or rescue, medicines** like albuterol, which provide fast relief of symptoms.

It's important for your child to take long-term control medicines every day as prescribed so that they need quick-relief medicine less often. Quick-relief medicine should be used only when your child is short of breath. Using this medicine too often can lead to worsening side effects, says the AAFA.

To help your child remember their long-term control medicine, it may help to have them take it with the same meal each day. Set a daily phone or calendar reminder.

## Follow their plan

Work with your child's provider or care coordinator to create an

asthma action plan. It should help you know how to manage their asthma each day, when to call their provider, and when to go to the emergency room. The American Lung Association says it should include:

- Contact information for your child's provider.
- Detailed instructions on how and when your child should take their asthma medicine.
- A list of their asthma triggers.
- Steps to take when their asthma is under control.
- Steps to take when their symptoms get worse.
- Steps to take when their symptoms are severe or they have an attack.

### Do you or your child need extra support to stay healthy?

First Choice offers the Breathe Easy program at no cost to members with asthma. To learn more, visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Click on **Members**, then **Staying healthy**. Click on **Care management**.



# Ways to avoid diabetes complications

**Diabetes can lead to other health problems.** The American Heart Association (AHA) says these can include nerve and kidney damage, eye conditions, and an increased risk for heart disease and stroke.

Here are 6 ways to help manage your diabetes:

**1 Monitor your blood sugar levels.** Use a blood glucose meter to make sure your levels are in the target range. The Centers for Disease Control and Prevention (CDC) says that regular monitoring can help you learn how your body reacts to food, exercise, and medicine.

**2 Care for your feet every day.** Look and feel for cuts, calluses, swelling, hot spots, and dry skin. Diabetes can cause nerve damage that makes it difficult to feel an injury, warns the AHA. To help protect your feet, wash them with warm water. Dry them, then put on lotion. Do not put lotion between your toes.

**3 Tend to your teeth.** Visit your dentist regularly. Brush with fluoride toothpaste at least 2 times a day. Floss at least once a day.

**4 Take medicine as instructed by your health care provider.** This includes medicines that help you manage your blood sugar, cholesterol, or blood pressure.

**5 Ask for help.** See your provider when you notice something is wrong. The AHA says that getting treatment early lowers the chance of more serious problems.

**6 Do not smoke.** Smoking makes it harder to manage diabetes. The CDC says that people who have diabetes and smoke are at a higher risk for heart and kidney diseases, nerve damage, and poor blood flow to the feet and legs.

**First Choice offers special programs to help you get and stay healthy.** Learn about our Care Management programs, such as InControl® for members with diabetes, at [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Click on **Members**, then **Staying healthy**. Choose **Care management**.



# Medicine for depression

## Medicine can help with depression.

If you have been prescribed an antidepressant, keep these tips in mind:

- **Have patience.** After you start taking 1 of these medicines, it can take several weeks before you notice a change. Sometimes your primary or mental health care provider may need to change the amount (dose) or prescribe a different medicine. It is important to keep any appointments your provider makes during this phase.

- **Take it exactly as your provider told you to.** Never stop taking your medicine or change the dose before talking with the provider who prescribed it. If side effects are a problem or you think it's not working, they may change your dose or suggest a different medicine.
- **Avoid interactions.** Drinking alcohol while taking antidepressants or other medicines can cause problems, warns the American Academy of Family Physicians. Talk with your provider about alcohol, as well as any over-the-counter or herbal medicines you want to take.
- **See your provider.** Make and keep your appointments with the provider who prescribed this medicine.

## Working together to reduce the stigma of behavioral health conditions

If you have a behavioral health condition, know that you are not alone. One in 5 Americans ages 18 or older has a behavioral health condition of some kind, says the CDC. Stay connected to others and get support.

A stigma is when people may think badly of someone for something they might not be able to control, like a behavioral health condition. Getting rid of stigma starts with knowledge. When we judge others, it's usually because we don't understand them. With greater education and awareness, we can reduce the stigma of behavioral health conditions.

If you do not have a behavioral health condition, you can do your part to help. Speak out against stigma. Do not let stigma lead to shame.

**Have you been to the ER or admitted to the hospital?**

Make sure you follow up with your primary and mental health care providers.





# Are you on track with your medicine?

**Do you find it hard to remember the medicine you need to get better or stay well?** Try these tips to help you stay on track:

- Leave a to-do note on your medicine cabinet, fridge, or wherever you are sure to see it.
- Store your medicines in weekly pillboxes with sections for each day or time of day.
- Set an alarm on your watch or phone for when it is time to take your medicine.
- Take your pills around the same time you eat, brush your teeth, or do other routine activities.
- Keep your medicine near a calendar. Jot down every time you take it.
- Consider buying timer caps or special medicine containers that beep or alert you when it's time for a dose.

## Drug/medicine updates

For up-to-date pharmacy information, visit

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

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 has:

- **Preferred drug list changes.** 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**. Then, 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.

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

## Triple berry protein smoothie

### Ingredients

- 1 cup unsweetened almond milk
- ½ cup fat-free, plain Greek yogurt
- 1 teaspoon stevia sweetener  
(or 2 stevia sweetener packets)
- 1 squeeze mixed berry-flavored stevia water enhancer
- ¼ cup fresh or frozen unsweetened blueberries
- ¼ cup fresh or frozen unsweetened raspberries
- ¼ cup fresh or frozen unsweetened strawberries

You can replace the berries above with ¾ cup of a frozen berry mix.

### Directions

In a food processor or blender, process all the ingredients for 1 to 2 minutes, or until the desired texture. Pour into glasses.



### Nutrition facts

Serves 2. Each 1 cup serving provides: 78 calories, 2 g total fat (0 g sat fat, 0 trans fat), 3 mg cholesterol, 111 mg sodium, 9 g total carbohydrate, 2 g dietary fiber, 5 g sugars, and 7 g protein.

Source: American Heart Association

## 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.

To see the full list of member rights and responsibilities, visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com). 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 you can call Member Services toll free at **1-888-276-2020**.



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®.

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

Healthy Connections 