

# Healthy NOW

SPRING/  
SUMMER 2023

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

## Renewing your Healthy Connections (Medicaid) benefits

Learn more on page 2

Extra benefits  
can help you  
stay healthy  
See pages 4  
and 12



Missed your  
deadline?



Call us for a  
replacement  
form!



Need help?



Update your  
address!



# 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:

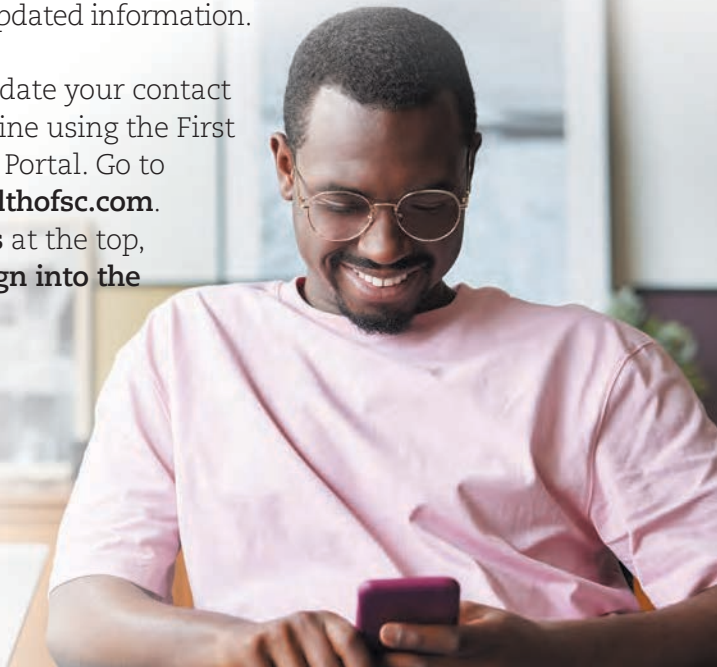
- Scan the form and documents. Email them to [8888201204@fax.scdhhs.gov](mailto:8888201204@fax.scdhhs.gov).
- OR fax the form and documents to 1-888-820-1204.
- In person: You can bring your renewal form and documents to a local South Carolina Healthy Connections Eligibility office. You can find an office 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

# It's easy: How to update your contact information

**Do we have your current address?** Did your phone number change? You can use our mobile app to update and confirm your information:

- **Step 1:** If you haven't already, download the app. To do this, search for FCSH Mobile in the Google Play™ store or the Apple App Store®.
- **Step 2:** Log in to the FCSH Mobile app. On the homepage, click on **Profiles**. Choose **Settings**, then click on **Notify us of a change of address**. Enter your new information and **Submit**.
- **Step 3:** Call Healthy Connections at **1-888-549-0820** or visit <https://tools.apply.scdhhs.gov/quick-tools> to share the updated information.

You can also update your contact information online using the First Choice Member Portal. Go to [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Select **Members** at the top, then click on **Sign into the Member Portal**.



## 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)**.



## Thank you for your feedback!

Earlier this year, First Choice sent the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to a random sample of our members. We want to thank everyone who took the time to send in their completed survey. This feedback helps us know how you feel about our plan, your health care providers, and the care you receive. The results of the survey will help us make improvements to programs and services used by our members.

## Online resources for you

Visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com) to find resources like the Quick Start Guide, Member Handbook, Copayment Reference Guide, and online Provider Directory for your First Choice plan. 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 temporary benefit changes related to extreme weather, such as hurricanes. Hurricane season is June 1 to November 30.

# 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.



**Fresh produce boxes or meal kits**, home-delivered at no cost for qualifying members.\*



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



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



**First Choice Take Flight**, an enhanced foster care program for youth who are aging out of foster care.



**Diaper Days** for children ages 0–30 months.



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



**College scholarships and GED vouchers** for selected, qualifying members.



**Youth sports program and swimming lessons** for qualifying members at regional YMCA locations with a YMCA voucher.



**Scholastic books** provided at member appreciation events at participating museums.



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



**Back-to-school events** with haircuts and school supplies.

\*Conditions apply, see website.

### We have more!

Learn about these and other extra benefits at [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Click on **Extra Benefits**.

# Prenatal care helps keep you and your baby healthy

As soon as you think you are **pregnant**, schedule a prenatal (done before birth) visit with your health care provider. The Office on Women's Health (OWH) says these visits may take place:

- Weeks 4 through 28:  
About 1 time a month.
- Weeks 28 through 36:  
About 2 times a month.
- Weeks 36 through birth:  
Once a week.

Your provider may want to see you more often if you or your baby is at risk for problems, says the OWH.

Be ready to answer questions about your health history. The

OWH says your provider may also do:

- A physical exam. They will check your blood pressure and weight. You may also have a pelvic exam and Pap test.
- Blood tests to look at your red blood cells and iron levels. They can also find diseases to help keep them from being passed on to your baby.
- Urine tests to help find high blood sugar levels and urinary tract infections.

Prenatal visits are also a good time to ask your provider about healthy food choices, safe exercise, and birth options.

If you smoke, you may be putting your baby at risk. Talk with your health care provider or First Choice Member Services about no-cost resources to help you quit.

## Are you using the right car seat?

The Centers for Disease Control and Prevention (CDC) says car seats can lower the risk for injury by up to 82%. To protect your child, use the correct car seat in the right way. Follow the seat's instructions, including weight and height limits. Here is a quick guide by age:



### 0-3 YRS REAR-FACING

Infant | Convertible | All-in-one



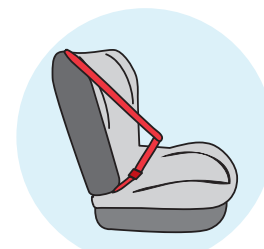
### 1-7 YRS FRONT-FACING

Convertible | Combination | All-in-one



### 4-12 YRS BOOSTER

High-back | Backless | Combination | All-in-one



### 8 YRS-Adult SEAT BELT

Lap-and-shoulder belt

**Expecting a baby and need a car seat?** First Choice members who qualify can get car seats and more at regional baby showers (while supplies last). To learn about more extra benefits, visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Click on **Extra Benefits**.

# Prepare for a healthy

## Children, teens, and young adults need checkups

It is important for children of all ages to have regular visits with their primary care providers (PCPs). These checkups, also called well visits or well-child visits, are part of your First Choice benefits. The American Academy of Pediatrics (AAP) and First Choice recommend well visits:

- At 3 to 5 days old.
- Ages 1, 2, 4, 6, 9, and 12 months.
- Ages 15, 18, 24, and 30 months.
- Once a year from ages 3 to 21.

First Choice members in foster care are eligible for 2 visits per year up to age 18.

Every well visit covers a wide range of health needs and offers services that your child should have depending on their age. This can help catch health problems early and prevent them from getting worse. First Choice suggests talking with your child's PCP about these items:

- Overall health and development.
- Concerns about your child's behavior or emotions.

- Counseling for nutrition and physical activity.
- Screening for lead before a child's second birthday.
- Chlamydia screening urine test (ages 16 and older).
- Tobacco and alcohol use.

Learn more about what to expect at a well visit at [www.selecthealthofsc.com/member/english/staying-healthy/women-and-children](http://www.selecthealthofsc.com/member/english/staying-healthy/women-and-children). Click on **Well-child visits**.



## Sports physicals

A sports physical does not include the same screenings and counseling as a well visit. If your child plans to play sports, tell your provider. Ask for a well visit, which can include everything done in a sports physical. That means you will not need a separate appointment. Take any required release forms with you, too. To learn more, visit [www.selecthealthofsc.com/pdf/member/eng/teen-well-care-checklist.pdf](http://www.selecthealthofsc.com/pdf/member/eng/teen-well-care-checklist.pdf).

# school year



## Immunizations (shots)

At a well-child visit, your child's PCP should check to see whether they are up-to-date on their shots. They can help prevent a wide range of illnesses. If your child has missed any shots, it's important to catch up.

Your child's school or day care may require certain shots before they can attend. Learn more at [www.scdhec.gov/health/vaccinations](http://www.scdhec.gov/health/vaccinations). Click on **Childcare & School Vaccine Requirements** under **General Public**.



## NEW! School-based mental health services now available

Convenient access to high-quality health care services is key to good health. First Choice maintains a network of physical and mental health providers to help make sure you have access to needed care. As of July 1, 2022, master's level mental health providers, who are contracted with a South Carolina school district, can provide services in school settings. Some of these services include mental health assessments and individual, family, and group talk therapies (psychotherapy). Our goal is to help improve access for school-age children and their families.

Learn more about mental health services at [www.selecthealthofsc.com/member/english/benefits/rehabilitative-bh-services](http://www.selecthealthofsc.com/member/english/benefits/rehabilitative-bh-services). You can also get information and help from a care manager by calling **1-888-276-2020**.

### 988

Call or text this number if you or a loved one needs help with a mental health crisis. A trained counselor will listen, provide support, and connect you to resources, if needed.



## Join us at a Jump-Start Back-to-School event

Children in grades K through 12 can get health screenings, haircuts, and backpacks filled with school supplies at no cost to you.\*

First Choice by Select Health will host events on the following dates:

- **July 22:** CC Woodson Community Center, Spartanburg, 10 a.m.–1 p.m.
- **July 29:** First Choice Community Center, Columbia, 9 a.m.–noon
- **August 5:** Jerry Zucker Middle School, North Charleston, 9 a.m.–noon
- **August 12:** Conway Elementary School, Conway, 9 a.m.–noon

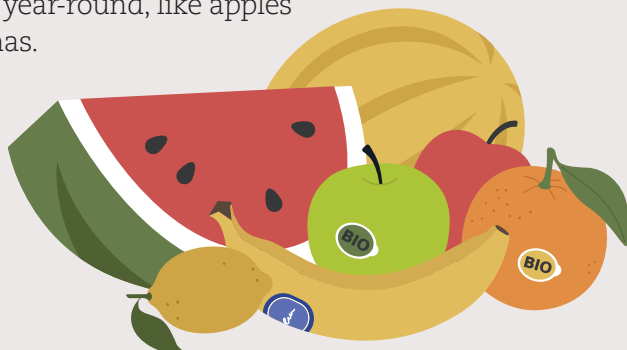
For more information, visit [www.selecthealthofsc.com/community/jump-start-back-to-school-program](http://www.selecthealthofsc.com/community/jump-start-back-to-school-program). To register, call **1-888-676-9588**.

*\*One per child while supplies last.*

## Eat healthy for less

Already use coupons, have a discount card, and check your market's sales flyer for deals? Here are 3 more ways the U.S. Department of Agriculture says you can save money on healthy foods:

**1 Buy fresh produce in season.** Some types are cheaper in certain seasons, such as tomatoes in the summer. Others tend to be lower cost year-round, like apples and bananas.



**2 Try frozen and canned fruits and vegetables.** They are full of nutrients and last a long time. Be sure to pick veggies labeled "low-sodium" or "no salt added." For fruit, make sure it's canned in 100% fruit juice and without added sugars.

**3 Choose generic or store brands.** Examples include canned or dry beans and frozen vegetables.

## Why read food labels?

When you know what is in a food, you can decide whether to eat it and how much to have. The U.S. Food and Drug Administration (FDA) urges everyone to read food labels. Labels list serving sizes, calories, and how much of the following foods have:

- Total, saturated, and trans fats.
- Sodium.
- Total sugars and added sugars.

The FDA says that a nutrient with a 5% Daily Value (DV) is generally considered low, such as low fat. It's high if it says 20% DV or more, such as high in sodium. To learn more, visit [www.fda.gov/food](http://www.fda.gov/food). Scroll down and click on **The New Nutrition Facts Label**.

Nutrition Facts	
8 servings per container	
Serving size	1 slice (47g)
Amount per serving	
<b>Calories</b>	<b>160</b>
% Daily Value*	
<b>Total Fat</b> 10g	<b>15%</b>
Saturated Fat 2.5g	<b>11%</b>
Trans Fat 2g	
<b>Cholesterol</b> 0mg	<b>0%</b>
<b>Sodium</b> 300g	<b>12%</b>
<b>Total Carbohydrate</b> 15g	<b>5%</b>
Dietary Fiber less than 1g	<b>3%</b>
Total Sugars 1g	
Include 0g Added Sugars	<b>0%</b>
<b>Protein</b> 3g	
Vitamin D 2mcg	<b>10%</b>
Calcium 200mg	<b>15%</b>
Iron 8mg	<b>45%</b>
Potassium 235mg	<b>6%</b>

\*The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.



## Fresh tomato salsa

### Ingredients

1 cup diced tomatoes  
 1/3 cup diced onions  
 1/2 clove garlic, minced  
 2 teaspoons cilantro  
 1/3 teaspoon chopped jalapeño peppers  
 1/2 teaspoon lime juice  
 Pinch of cumin

### Directions

Mix together all ingredients in a bowl. Cover and refrigerate until needed.

### Nutrition facts

Serves 8. Serving size is 2 tablespoons, which provides: 7 calories, 0 g total fat, 0 mg cholesterol, 2 mg sodium, 2 g total carbohydrate, 0 g dietary fiber, 1 g total sugars, 0 g protein.

Source: *Cooking Matters®*, *Share Our Strength*





# 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 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 2-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.

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.

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

FC-05102023-M-1

Learn more about our Care Management programs at [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Click on **Staying Healthy**, then click on **Care management under Programs and services**.



## Resources to help with food and other needs

Nearly 490,000 people face hunger and food insecurity in South Carolina, reports Feeding America. This means they worry whether the food they have will last until they can get more. Others run out of food before they get more.

To help improve access to food resources, the Clemson University College of Behavioral, Social and Health Sciences and the South Carolina Department of Health and Environmental Control Office of Environmental Affairs created a statewide map of food pantries. To learn more or view the map, visit <https://news.clemson.edu>. Type **Food access map** in the search box.

You can also visit [www.selecthealthofsc.com/community](http://www.selecthealthofsc.com/community) to find food, health, housing, and other resources.

**Qualifying First Choice members can get fresh produce boxes or healthy meal kits delivered to their homes. To learn about more extra benefits, visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com). Click on Extra Benefits.**

# Getting care when you need it

## Tips for health care appointments

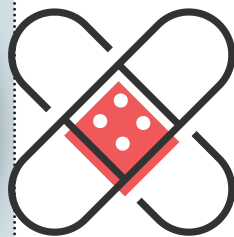


Plan **WELL VISITS** with your primary care provider (PCP) 4 to 6 weeks in advance.



Ask your PCP about **WALK-IN VISITS** and **AFTER-HOURS CARE**.

Quick reference information for getting health care and scheduling appointments.



**SICK VISITS** (urgent care) at your PCP should be available within 48 hours of calling for an appointment.



You should be able to see a **SPECIALIST** within 12 weeks of asking for an appointment.

## Scheduling an appointment with a specialist

Your PCP has recommended 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 someone who fits your needs and getting an appointment. You can also search online for an in-network specialist at [www.selecthealthofsc.com](http://www.selecthealthofsc.com). 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, a physician assistant or nurse practitioner may be able to see you sooner.
- 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 short notice.

## REMEMBER!

- Take both your Healthy Connections (Medicaid) card and First Choice ID card with you. Your member ID card is also available on the First Choice member mobile app.
- Bring a list of all medicines you are currently taking.
- Arrive early for your appointment.
- Call your provider to cancel if you will not make your appointment.

## Some health care services require PRIOR AUTHORIZATION

Your provider will submit this request. How long until a decision will be made?

- A standard request can take up to **14 calendar days**.
- 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.

# 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 received 1, to help make sure all the 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 (to report fraud, waste, or abuse): **1-866-833-9718**.
- Select Health Compliance Hotline (secure and confidential 24 hours a day, 7 days a week): **1-800-575-0417**.
- The South Carolina Division of Program Integrity's Fraud and Abuse Hotline: **1-888-364-3224**.

**Email** the South Carolina Division of Program Integrity at [fraudres@scdhhs.gov](mailto: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

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)**.



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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)

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## No-cost swim lessons and youth sports

The American Academy of Pediatrics says formal lessons help lower all children's risk of drowning — a top concern for kids ages 1 to 4 and teens. First Choice vouchers for swimming lessons and youth sports at regional YMCA locations are available at no cost to qualifying members. For more information, call **1-888-276-2020 (TTY 1-888-765-9586)**.

## Get help with your GED!

First Choice by Select Health of South Carolina offers a GED (general educational development) program to help our eligible members with their learning goals. There is no cost to members who qualify. Mission GED helps cover the cost of the GED exam (up to \$150 in testing fees) and 1 retake, if needed. You are eligible to participate if you:

- Do not already have a high school diploma or GED.

- Are age 19 or older.
- Are a First Choice member at the time of enrollment into the GED program.

To fill out the online application, visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com), and choose the **Community** tab. Follow the instructions on the form. For help, call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)** or email [ged@selecthealthofsc.com](mailto:ged@selecthealthofsc.com).

## Join us for a Virtual Health Challenge!

This YouTube video series features Coach Marcus Lattimore. Talk with your health care provider before starting or changing an exercise program. [www.youtube.com/firstchoicebyselecthealth](http://www.youtube.com/firstchoicebyselecthealth)



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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**FirstChoice**<sup>SM</sup>  
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*Your Hometown Health Plan*

Healthy Connections 