

healthy**NOW**

FALL 2010

FirstChoice
Kids



CLAS
Promoting Cultural Access in Healthcare

HELP US **Serve You Better**

We want to make sure all of our members get the **best care possible**. In order to do that, we need to know more about you. Soon we will begin asking you to tell us your race, ethnicity and language. If you choose to share these details, they will remain private. We will only use them to review the services that you receive so that we can meet your needs.

This information will also help us make sure that all members get good care. We will also work to collect race, ethnicity and language from First Choice doctors. Soon, that information will help you choose a doctor who fits your needs. Stay tuned for more details. Thank you for helping us improve our services. ■

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KEEP YOUR BABY **SMOKE-FREE**

Did you know that if you smoke while you are pregnant you can harm not only yourself, but also your unborn baby?

How Smoking Affects Your Baby

- Your baby is more likely to be born too soon (**premature birth**). When this happens, the baby's lungs and other organs may not be fully formed.
- Your baby could have a low weight at birth. This does **not** make delivering the baby easier. In fact, a low-birth-weight baby is at greater risk during labor.
- Your baby could have breathing problems like asthma or allergies.

- Smoking during pregnancy may be linked with childhood behavior problems and slower progress during the early school years

Facing Facts

While you're pregnant, you are breathing for you and your baby. When you smoke, your breathing becomes shallow and your lungs fill with smoke. Then you and your baby get less air. Cigarettes also fill your body with chemicals like nicotine and tar, and they get passed on to your baby. Here are some facts about the chemicals in cigarettes:

- **Carbon monoxide** in cigarette smoke takes the place of oxygen in

your blood. It passes to your baby through the bloodstream.

- **Nicotine** raises your blood pressure and heart rate. It reduces blood flow to your arms and legs and slows digestion. Nicotine may also reduce blood flow to your baby and cause birth defects.
- **Tar** is what is left after tobacco is smoked. This sticky brown material gums up your lungs, so less oxygen gets into your bloodstream. This affects you and your baby.
- **More than 4,000 other chemicals** in smoke include formaldehyde, arsenic and lead. Dozens of these chemicals are known to cause cancer. ■

Are you ready to quit smoking for you and your baby? Call **800.QUIT.NOW (784.8669)**. You'll get free services and even a quit coach to help you succeed.



First Choice is also here to help. Please call to talk with one of our prenatal nurses at **888.559.1010, ext. 55251**.



GUIDELINES FOR Preventive Health

Child Guidelines

Well-child visits are regular medical checkups that are important for all children from birth to age 21. The visits may also include immunizations (shots). Well-child visits make sure your child is growing up healthy. If the doctor finds a problem, he or she will watch it and treat it early.

First Choice wants parents to make sure their children are getting their regular medical checkups. First Choice rewards you when you take your child to the doctor. Call Member Services at **888.276.2020** for details.

How Often Should My Child Have a Well-Child Visit?

- From birth to age 2: at 2 weeks, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months
- From ages 3 through 21: every year

What Will Be Done at a Well-Child Visit?

- Eye and hearing tests
- Blood pressure check
- Dental checkup
- Any needed shots (immunizations)
- Any needed lab tests
- A check for proper growth and development
- Advice about growth progress

Adult Guidelines

Healthy adults between ages 21 and 65 should visit a doctor every one to three years. After age 65, adults should see a doctor every year. Talk with your doctor about any risk factors that may require additional preventive care.

Needed Screenings

- Medical history, physical exam and routine lab work
- Height and weight measurements, including a check for obesity
- Blood pressure check
- Blood cholesterol levels
- Colon cancer check
- Physical testicular exam for men every year
- PSA for men starting at age 40



- Mammogram (X-ray to screen for breast cancer):
 - Every 1 to 2 years for women ages 40 and older with breast exam by a healthcare provider
 - Every year at ages 50 and older
 - Every year for high-risk women beginning at age 35
- Pap test (cervical cancer screening test):
 - Every year for women ages 21 and older
 - Every 2 to 3 years for women ages 30 and older who have had only normal results
- Skin exam every 3 years and then every year at ages 40 and older

Preventive Counseling

- Quitting smoking
- Alcohol/drug treatment
- Diet and exercise
- Injury prevention
- Skin cancer
- Dental health
- Folic acid
- Self-examination
- Depression

Prenatal Guidelines

Most women with uncomplicated pregnancies should be examined:

- Every 4 weeks for the first 32 weeks
- Every 2 to 3 weeks until 36 weeks
- Weekly from 37 weeks until delivery

Women with medical or obstetric problems may need to go to the doctor more often. The visits you should have during your pregnancy will be determined by your needs and risks. ■

Asthma AND School

Breathe
easy

If your child has asthma, it is important to tell your child's school. That way, teachers and others at school can help your child if he or she has an asthma attack during school.

Who Should Know?

Be sure to tell these people at your child's school about your child's asthma:

- Teachers
- The principal
- Gym teachers and coaches
- The school nurse

Plan a Meeting

Call the school to plan a meeting with the people listed above. At the meeting, talk about:

- **Your child's asthma attacks**—Tell the group how your child deals with asthma attacks.
- **Your child's warning signs**—These signs suggest that your child is about to have an asthma attack. They include wheezing, coughing or sneezing. Every child has different signs. If you don't know your child's signs, talk with his or her doctor.
- **What adults at school should do if your child has an asthma attack**—Tell them what medicine your child takes. Tell them how it is taken and how fast it works. If your child has an asthma action plan, give a copy to the school.
- **Your child's medicines**—Tell them the names of the medicines, when they are taken, the dosages and side effects that can happen. Be sure the school has a rescue inhaler for your child. First Choice will pay for a spare inhaler for your child to have at school.
- **Important phone numbers**—Tell them who to call if your child has any problems breathing. Give them the phone number for your child's doctor.

Things to Remember

- All your child's teachers should know that your child has asthma. Teachers and coaches don't need to keep your child from being active or playing sports.
- Make sure your child gets a flu shot this fall! ■



First Choice has an asthma program called Breathe Easy. Please call to speak with one of our nurses today at **888.559.1010, ext. 55251.**



Medicine Tips

Here are some tips to remember when your doctor gives you a prescription.

- **Ask your doctor about approval.** Some medicines must be approved before you can get them filled. This is called a prior authorization. To avoid this approval process, ask your doctor if the medicine requires prior authorization. If it does, ask if there is another drug that will work for you but doesn't need approval.
- **Go to a participating pharmacy.** When you get a prescription, make sure to take it to a participating pharmacy. Call Member Services at **888.276.2020** to find a participating pharmacy near you.



- **Take your ID cards to the pharmacy.** Take your First Choice ID card and your Medicaid ID card with you so you can show them to the pharmacist.
- **Ask the pharmacist questions.** If you have any questions about the medicine—like how and when you are supposed to take it—make sure to ask the pharmacist. ■

DO YOU KNOW ABOUT OUR **Member Scholarship Program?**

Congratulations to the first two recipients of the First Choice Member Scholarship Program. The 2010 scholarships were awarded to: Ashley Adams and Jalissa Fulton. Adams, a 17-year-old senior at Columbia High School, plans to attend a four-year college to major in theatre arts, and she hopes to one day teach the subject in her community. Fulton is an 18-year-old senior at Richland Northeast High School and plans to attend the University of South Carolina to study psychology.

Applications for 2011 are due by January 15, 2011. The application is posted on our website at www.selecthealthofsc.com/firstchoice. You may apply if you meet the criteria listed below.

You must:

1. Be a current First Choice member.
2. Be enrolled or have completed 12th grade or have your GED by June 2010. *If you are graduating this 2010 school year, attach a copy of your grades. (You must have a GPA of 2.0 or better.)*
3. Be enrolled in an accredited undergraduate college, university, trade or vocational school by August 2010. (Graduate studies are excluded.) *Provide a copy of your grades if you are already enrolled.*
4. Complete the entire application attached with this letter.
5. Type or write a 1-page essay that answers the questions on the application.
6. Submit a letter of recommendation. It can be from a teacher, guidance



counselor, clergy member, community leader, work supervisor or someone outside of your family who has known you for a number of years. ■



Calendar of Community Events

Fall 2010

LOW COUNTRY

Second Annual Fitness for Families

September 18, 8:30 a.m.
Tanger Outlet Center
4840 Tanger Outlet Blvd.
North Charleston, SC
843.529.3095

Moja Arts Festival

September 23–October 3
Charleston, SC
843.724.7305



Safe Kids Walk to School Day

October 6, 7 a.m.
Mitchell Elementary School
2 Perry St.
Charleston, SC
843.792.5327

Second Annual Hampton County Health Fair

October 16, 9 a.m.-2 p.m.
Wade Hampton High School Gym
803.943.1253

Third Annual Fall Festival

October 23, 9 a.m.-1 p.m.
Middleton Park,
Crowfield Plantation
Goose Creek, SC
888.500.0089, ext. 104

Trunk or Treat 2010

October 27, 6-8 p.m.
Bethany
United Methodist Church
1853 Maybank Highway
James Island, SC
843.795.3527

MIDLANDS

Family Night—Car Seat Check

September 14, 5-7 p.m.
EdVenture Children's Museum
211 Gervais St.
Columbia, SC
803.434.2955





Tot Trade and Car Seat Check

September 16, 3-6 p.m.

Jamil Temple
206 Jamil Road,
Columbia, SC

803.434.2955



Women at Heart

September 25,
8:30 a.m.-12:30 p.m.
Columbia Metropolitan
Convention Center

1101 Lincoln St.
Columbia, SC

803.256.5025



Walk This Way

October 6, 6:45-8 a.m.
Sandlapper Elementary School
1001 Longtown Road
Columbia, SC

803.434.2955



Sixth Annual Read and Romp Family Literacy Event

October 10, 1-4 p.m.,
SC State Museum
301 Gervais St., Columbia, SC

803.434.2523

Health Ministry Empowerment Tour

October 16, 8 a.m.-2:30 p.m.
CA Johnson High School
Columbia, SC



Health Ministry Empowerment Tour

October 23, 8 a.m.-2:30 p.m.
Chester Middle School
Chester, SC

Health Ministry Empowerment Tour

October 30, 8 a.m.-2:30 p.m.
Central Carolina Tech
Sumter, SC

Report Card Checkup

October 30, 10 a.m.-2 p.m.
Independent After-School Center
1057 Broad St.
Sumter, SC

803.774.0058

SC Conference on Diabetes

November 1,
8 a.m.-4 p.m.
Brookland Baptist
Conference Center
1066 Sunset Blvd.
West Columbia, SC

803.545.4475

2010 Empowering Girls Symposium

November 19, 8:30 a.m.-4 p.m.
Columbia Conference Center
169 Laurelhurst Ave.
Columbia, SC

864.878.1103

PEE DEE

Breast-Feeding Class

October 9, 11:30 a.m.-1:30 p.m.
Waccamaw Community Hospital
4070 Highway 17 Bypass
Murrells Inlet, SC

843.520.8490 (to register)

American Red Cross Blood Drive

October 15, 10 a.m.-4 p.m.
Georgetown Memorial Hospital,
Private Dining Room
606 Black River Road
Georgetown, SC

843.527.7173

American Cancer Society's Freshstart Program Series: Smoking Cessation Program

November 8, 10, 15 and 17, 5-6 p.m.
Frances B. Ford Cancer
Treatment Center
2405 North Fraser St.
Georgetown, SC

843.520.8447



Free Blood Pressure and Weight Screenings

Daily in November,
10 a.m.-7:30 p.m.
Health Finders (Next to Dillard's)
Coastal Grand Mall
2000 Coastal Grand Circle
Myrtle Beach, SC

843.839.9933

UPSTATE Safe Kids Upstate (Oconee) Safety Day

October 2, 9 a.m.-noon
Home Depot
1614 Sandifer Blvd.
Seneca, SC

864.885.7390



YOUR **Rights and Responsibilities**

IT IS UP TO YOU TO:

1. Establish you or your children with a primary care provider (PCP) within 30 days of entering the First Choice plan.
2. Not change your child's PCP without approval from First Choice.
3. Inform First Choice of any loss or theft of your ID card.
4. Present your First Choice ID card whenever you see any doctor or visit a hospital, clinic or pharmacy.
5. Become familiar with First Choice procedures. If you have any questions or require additional information, contact the First Choice Member Services Department.
6. See your doctor regularly for preventive services such as prenatal care, well-child visits, adult physicals and well-woman exams.
7. Provide, to the extent possible, information that First Choice and its practitioners and providers need in order to care for you.
8. Treat your PCP(s) and their staff with kindness and respect.
9. Help the PCP(s) obtain all your medical records and fill out new ones.
10. Participate in understanding your health problems and follow the recommended treatment of care from your doctor. You must let the doctor know the reasons the treatment cannot be followed as soon as possible.
11. Obtain a referral from your PCP(s) before you go to a specialist or to the hospital. Only go to the specialist or hospital your PCP(s) recommends.
12. Go to the emergency room only for emergencies.
13. Call your PCP(s) as soon as you or a family member feels ill. Do not wait. If you think you have a life-threatening emergency, go to your closest hospital.
14. Be on time for all appointments. If you cannot make an appointment, please cancel at least 24 hours in advance of your originally scheduled time.
15. Notify First Choice if your or your child's/children's name, address or phone number changes.
16. Inform First Choice of any change in your legal status regarding your authority to make decisions on behalf of your child or children.

YOU HAVE THE RIGHT TO:

1. Be treated with respect and with consideration for your dignity and privacy.
2. Participate in decisions regarding your healthcare, including the right to refuse treatment.
3. Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as stated in the federal regulations on the use of restraints and seclusion.
4. Request and receive a copy of your medical records, and request that they be amended or corrected.
5. Receive healthcare services that are accessible; are comparable in amount, duration and scope to those provided under Medicaid Fee-for-Service; and are sufficient in amount, duration and scope to reasonably be expected to achieve the purpose for which the services are furnished.

6. Receive services that are appropriate and are not denied or reduced solely because of diagnosis, type of illness or medical condition.
7. To receive all information—enrollment notices, informational materials, instructional materials, available treatment options and alternatives—in a manner and format that is easily understood.
8. Receive assistance from both the South Carolina Department of Health and Human Services and First Choice in understanding the requirements and benefits of the plan.
9. Receive oral interpretation services free of charge for all non-English languages, not just those identified as prevalent.
10. Be notified that oral interpretation is available and how to access those services.
11. As a potential member, receive information about the basic features of managed care, which populations may or may not enroll in the program and First Choice responsibilities for coordination of care in a timely manner in order to make an informed choice.
12. Receive information on First Choice services, to include, but not limited to:
 - Benefits covered
 - Procedures for obtaining benefits, including any authorization requirements
 - Any cost-sharing requirements
 - Service area
 - Names, locations, telephone numbers and non-English language spoken by current contracted providers, including at a minimum, primary care physicians, specialists and hospitals
 - Any restrictions on your freedom of choice among network providers
 - Providers not accepting new patients
 - Benefits not offered by First Choice that are available to you and how to obtain those benefits, including how transportation is provided
13. Receive a complete description of disenrollment rights at least annually.
14. Receive notice of any significant changes in the benefits at least 30 days before the intended effective date of the change.
15. Receive information on the Grievance, Appeal and Fair Hearing procedures.
16. Receive detailed information on emergency and after-hours coverage, to include, but not limited to:
 - That emergency services do not require prior authorization
 - The process and procedures for obtaining emergency services
 - The locations of any emergency settings and other locations at which providers and hospitals furnish emergency services and poststabilization services covered under the contract
 - Your right to use any hospital or other setting for emergency care
 - Poststabilization care services rules (detailed in 42 CFR 422.113c)
17. Receive First Choice policy on referrals for specialty care and other benefits not provided by the member's PCP.
18. Have your privacy protected in accordance with the privacy requirements (45 CFR parts 160 and 164 subparts A and E to the extent that they apply).
19. Exercise these rights without adversely affecting the way First Choice, its providers or the South Carolina Department of Health and Human Services treats members.
20. To have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
21. To voice grievances or appeals about First Choice or the care it provides.
22. To make recommendations regarding First Choice's member rights and responsibilities. ■

Breaking it Down

These rights and responsibilities (things that are up to you to follow) are very important because they apply to the benefits you get as a member. But, they can be confusing. So, we are explaining one or two of them to you in each issue of this newsletter.

It's up to you to not go to the emergency room for routine care.

- As a member, it is your responsibility to understand where to go when you or your family needs healthcare services. For routine care (well-visits and check-ups) you should see your primary doctor instead of going to the emergency room (ER). Sometimes it is necessary to visit the ER. A list of emergency situations is listed in your member handbook. This list will help you to decide when to see your doctor and when to go to the emergency room. It is also important to talk about emergency situations with your doctor.

Fraud and Abuse:

WHAT YOU NEED TO KNOW



The Corporate and Financial Investigations (CFI) team is responsible for the prevention, detection and investigation of all potential areas of fraud, waste and abuse for our members.

Both fraud and waste/abuse involve an unearned financial benefit that costs the company and detracts from its ability to fund healthcare for its members. The difference between fraud and waste is in the intent of the people behind the actions. **Fraud** is an intentional act that includes deception for unlawful gain or unjust advantage. **Waste/abuse** is improper or excessive use of healthcare benefits, where there may not be intent to defraud. Despite the differences between fraud and waste/abuse, both use First Choice resources and affect the quality of care received by our members.

We Need Your Help!

You can help us find fraud. Keep track of the following information:

1. When you used a healthcare professional service
2. Where the service took place
3. The name of the healthcare professional who provided your care
4. The services that were provided during the visit and any services the provider ordered

Please let us know when you think a provider may have billed wrong or offered an unnecessary service.

Also, remember the following:

- **DO NOT** give your ID card or card number to anyone other than your doctor, clinic, hospital or other healthcare provider.
- **DO NOT** ask your doctor or any other healthcare provider for

medical services or supplies that you do not need.

- **DO NOT** sign your name to a blank form.
- **DO NOT** share your medical records with anyone other than your doctor, clinic, hospital or other healthcare professional.

Need to Report Suspected Fraud or Abuse?

While the CFI team works hard to find and prevent fraud and waste/abuse, we encourage you to report possible fraudulent activity. Contact the Fraud Hotline at **800.575.0417**. You have the option to remain anonymous at all times. ■

GET READY FOR Flu Season

The flu season usually begins in December, peaks in February and may continue until March. A yearly flu shot for all children ages 6 months through 18 years is recommended. The following people are at risk for flu complications and should get the flu shot:

- Pregnant women
- People ages 50 and older
- People with certain chronic conditions, such as:
 - High blood pressure
 - Diabetes
 - Sickle cell disease
 - Congestive heart failure
 - Asthma
 - Chronic obstructive pulmonary disease (COPD)
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from the flu, including healthcare workers and caregivers of children younger than

age 6 months (since this group is too young to get the flu shot)

Because children younger than age 9 years need 2 doses of the flu shot to get full protection when vaccinated for the first time, they can get their first shot in **September** (if your pediatrician already has the vaccine). Most other children should begin getting their flu shot in **October and November**.

Prepare yourself for flu season by following these 3 steps:

1. **Get the flu shot.** A flu shot is the best way to protect yourself and your family against the flu.
2. **Protect yourself against germs.** Hand washing is the best way to prevent the spread of infection. Use an alcohol-based hand cleanser when you are unable to wash your hands.
3. **Stay away from people who are sick.** Disinfect if you have to be around someone who is sick by wiping down all surfaces your hand can touch with a disinfectant. ■

HAVE YOU HAD YOUR CERVICAL Cancer Screening This Year?

There are 2 cervical cancer screening tests. Here's what you should know about them:

1. **Pap test**—This test checks your cervix for abnormal cells that could turn into cervical cancer. When should you have a Pap test?
 - At age 21
 - Every year until age 30
 - After 30, if you've had only normal results, you can get a Pap test every 2-3 years.
2. **HPV test**—This test checks your cervix for HPV (human papillomavirus) that can cause abnormal cells and cervical cancer. When should you have the HPV test?
 - After age 30
 - If requested by your doctor

The HPV Vaccine

This vaccine can help protect teenage girls from a virus that has been linked to cervical cancer in adult women. It is given in a series of 3 shots. The



vaccine is recommended for girls ages 11 and 12. The vaccine can also be given to young women ages 13 to 26 who have not gotten any or all of the shots yet.

Women often lead busy lives taking care of their families, homes and everything in between. So this year, take care of you! If you have not had your cervical cancer screening tests, call your doctor. They are covered by First Choice and are free to you. ■

Did You Know?

- Cervical cancer is caused by a common virus called HPV. Anyone who has ever had sex can get HPV.
- Cervical cancer can be prevented with regular screening tests and follow-up care.
- The Pap test is the best way to find early signs of cervical cancer.
- If you get an abnormal test result, be sure to follow up as directed by your doctor.
- Most women who get abnormal Pap test results or who have HPV do not get cervical cancer—as long as they follow their doctor's advice for more tests or treatment.



HEALTHY RECIPE Mashed Sweet Potatoes

Ingredients

- 1½ lb. sweet potatoes, peeled and quartered
- ¾ cup low-fat buttermilk
- 1 tbsp. green onion (green part only), minced
- 2 tsp. prepared horseradish
- Kosher salt, to taste
- Freshly ground black pepper, to taste

Directions

Place the potatoes in a pot and cover with cold water. Bring to a low boil. Reduce the heat; simmer, covered, until the potatoes are tender when pierced with the tip of a knife, about 15 to 20 minutes.

For the best texture, force the potatoes through a ricer, or mash them with a potato masher. Add the buttermilk slowly and mix into the potatoes. Stir in the onion and horseradish and season with salt and pepper. Serves four.

Per serving

Calories 125, Fat 0.4 g, Calories from fat 2 percent, Cholesterol 2 mg, Sodium 59 mg, Carbohydrates 27 g ■

Para obtener una copia de este documento en español, por favor llame al Departamento de los Servicios para Miembros al **888.276.2020**.



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Diabetes: THE BENEFITS OF EXERCISE



Even a small amount of regular activity can greatly improve your health.

What Can You Improve with Exercise?

- **Blood sugar**—Regular exercise has been shown to improve blood sugar control. Exercise helps your body use insulin.
- **Mental and emotional health**—Physical activity relieves stress and helps you sleep better.
- **Heart health**—With regular exercise, you can reduce your risk for heart disease and high blood pressure. You can also improve your cholesterol and triglyceride levels.
- **Weight**—Exercise helps you lose fat, gain muscle and control your weight.
- **Health of blood vessels and nerves**—Activity helps lower blood sugar. This helps prevent damage to blood vessels and nerves that can cause problems with your brain, eyes, feet and legs.

A Goal to Shoot For

Your main goal is to become more active—even a little bit helps. Pick an activity that you like.

Walking is one great form of exercise that most people can do. Talk with your doctor about any limits you may have before starting an exercise program. Then aim for 30 minutes of activity most days of the week.

Getting Activity into Your Day

Being more active doesn't have to be hard work.

Try these activities to get more exercise into your day:

- Taking the stairs instead of the elevator
- Gardening, housework and yard work
- Choosing a parking space farther from the store
- Walking to talk with coworkers instead of calling them
- Walking to a bus stop a little farther from your home or office
- Walking the dog after dinner ■

First Choice has a diabetes program called In Control. Our nurses are happy to help you be “in control” of your diabetes. Please call us today at **888.559.1010, ext. 55251**.

