

healthyNOW

FALL 2011

FirstChoice
by Select Health of South Carolina

Your Hometown Health Plan

South Carolina
HealthyConnections



SIX WAYS TO Get a Great Smile

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Your children need healthy teeth to chew properly and have a nice smile. By helping your children take care of their teeth, you teach them lessons that will last a lifetime. Here are some ways to keep your children's teeth healthy:

- 1. A good diet is important for healthy teeth.** Never give a baby a bottle with milk, juice or any sugary liquid at nap time or bedtime. This is the main cause of tooth decay in very young children.
- 2. Baby teeth often start to come in at 5-6 months.** It is very important to take care of the baby teeth. They hold the space for the permanent teeth.
- 3. Tooth cleaning for young infants helps keep the new teeth clean and the gums healthy.** Brush with a soft toothbrush after meals and before bed. Daily flossing is also recommended. Preschool kids only need a pea-sized amount of toothpaste with fluoride. They should not swallow the toothpaste.

- 4. Babies often like to use a pacifier or suck on their thumb or other fingers.** But this can make the teeth stick out over the bottom teeth. Your child may need braces to correct this problem. Parents should try to help their child give up the pacifier or finger-sucking habit by 2 years of age.
- 5. Take your child to the dentist.** Visits to the dentist should begin 6-9 months after the first tooth comes in. The dentist will want to see your child every 9-12 months to watch for any problems. By school age, your child will need to go every 6 months for cleaning.
- 6. You can help keep your child's teeth from being injured or broken.** Keep your toddler safe from falls that can break teeth. Teach him or her to avoid eating or biting into hard foods. Also, give your child a mouth guard when playing sports.
Good dental health begins early. Practicing good dental habits with your child leads to a lifetime of beautiful smiles. ■

WHO KNEW **My Health Plan Cared So Much?**

It seems I made the right choice, after much thought about which Medicaid plan was best for me and my family. First Choice was just what the doctor ordered,” says First Choice member Gloria.

“I had heard that First Choice was a great plan, but I didn’t realize how much they cared about me getting a preventive health screening until I received a notice,” says Gloria. “They were offering mammograms to their members not far from my home. That was a ‘wow’ moment for me. I had not heard of other plans going the extra mile to arrange a screening just for me. The First Choice staff and the folks on the mobile van were so nice. They got me in and out in less than 30 minutes. I spent more time getting undressed and dressed again.”

Gloria expressed her appreciation for making her mammogram screening experience a pleasant one. She also thanked First Choice for all the other health education information she has received.

“I was even offered a chance to make an appointment for my Pap test the same day. You can’t beat that,” laughs Gloria.

With a sigh of relief, Gloria says, “It’s a good feeling that someone cares about me and my family’s health. That’s why I’m sticking with First Choice.”

Getting tested regularly is the best way for women to find breast cancer early, when it is most treatable. A mammogram is a screening tool that is the most reliable way to find breast cancer as early as possible.

Mammograms are due for women ages 40–49 every one to two years, women 50–64 every year and every year for high-risk women beginning at age 35.

If you are 40 years or older or at high risk, make a mammogram appointment today! ■

If you need help making an appointment, call First Choice Member Services at **888.276.2020.**



“It’s a good feeling that someone cares about me and my family’s health. That’s why I’m sticking with First Choice.”

Model is used for illustrative purposes only.



Appointments with Your Doctor

It is important to keep your doctor's appointments. When you need to see your doctor, always call ahead to set up an appointment. Tell the person the reason you need to see your doctor. If you are sick, you may need to be seen right away. Here are guidelines that your doctor's office should follow:

- When you make an appointment, a routine visit should be scheduled in four to six weeks.
- If it's urgent, you should be seen within 48 hours.
- If you walk into your doctor's office and it's not urgent, you should be seen if possible. Or the office can schedule an appointment for you.
- Once you arrive at the doctor's office for your appointment, you should not have to wait more than 45 minutes. But sometimes your doctor may have an emergency, so please be understanding.

It is also important to be on time. Be sure to arrive at least 20 minutes before your scheduled time. The office staff may have to update or confirm your information.

If it is your first time seeing this doctor, you will need to fill out forms. It is important that you take a list of all the medicines you are taking to help you fill out the forms. Always take your First Choice and Healthy Connections cards with you. ■

If you need help making an appointment with your doctor, call Member Services at **888.276.2020**.



New Web Portal FOR FIRST CHOICE MEMBERS

There is new and exciting addition to the First Choice website. And it's *just for you!*

The new member portal is a safe and simple way to access your recent medical history, your doctor's information and more.

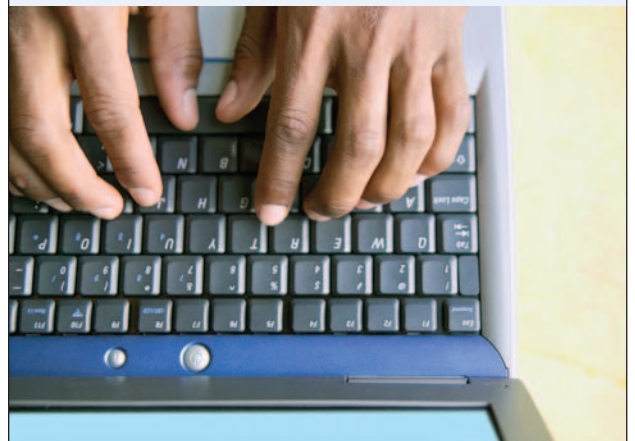
You can sign up on our website. Go to www.selecthealthofsc.com/firstchoice. Click on the Member Portal box, and the portal will open in a new window. To start, you must click on the "Register" button and create a personal login and password that only you know.

Once you are signed up, you will have access to:

- A list of your recent medicines and when you got them
- Your recent visits to the doctor
- Your health history and important tests you need
- Your doctor's contact information
- A directory of doctors and providers
- The address and phone number we have listed for you

This information is safe. Your information can only be accessed by the personal login and password that you set up when you registered. ■

Sign up today at
www.selecthealthofsc.com/firstchoice.





Member Rights and Responsibilities

MEMBER RIGHTS

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. Receive all information, including but not limited to enrollment notices, informational materials, instructional materials, available treatment options and alternatives, in a manner and format that may be easily understood
8. Receive assistance from both 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 of 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 but 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:
 - *What are emergency medical conditions, emergency services and post-stabilization services*
 - *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 post-stabilization services covered under the contract.*
 - *Your right to use any hospital or other setting for emergency care*
 - *Post-stabilization 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 SC DHHS treats members
 20. Have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
 21. Voice grievances or appeals about First Choice or the care it provides
 22. Make recommendations regarding First Choice's member rights and responsibilities

MEMBER RESPONSIBILITIES

It is up to you to:

1. Establish yourself or your children with a primary care provider (PCP) within 30 days of entering the Plan
2. Not change your PCP without approval from First Choice
3. Inform First Choice of any loss or theft of your ID card
4. Present your 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 your 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 ones your PCP(s) recommended.
12. Not go to the emergency room for routine care
13. Call your PCP(s) as soon as you or a family member feels ill. Do not wait. If you feel 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/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 ■

MEDICINE **Safety Tips**

First Choice wants to make sure you stay safe when taking your medicine. Here are some helpful hints about medicine safety:

- Always check your medicine before you leave the pharmacy. If you do not have the right medicine, tell your pharmacist.
- Make sure your medicine looks the same as before. If it does not, call your pharmacy right away.
- Throw out expired medicine.
- Never take someone else's medicine.

- Check with your doctor before you take over-the-counter medicines (medicines you can buy without a prescription).
- Always keep your medicine safely away from children.
- If you have children, always use safety caps on your medicine bottles.
- Always follow the directions on your medicine bottle.
- If you miss a medicine dose, call your doctor or pharmacist. ■



SAVE THE DATE: **Great American Smokeout**

The Great American Smokeout is coming! Mark your calendars for **November 17, 2011**. The Great American Smokeout gives you a chance to lead a healthier life by quitting smoking. It is sponsored by the American Cancer Society.

Over the years, many smokers have used this date as a quit date. Not quite ready? It could also be used as a day you make plans to quit. Being part of the Great American Smokeout is an important step toward reducing your risk for cancer and becoming a healthier you.

We know quitting is not easy. Check out www.greatamericansmokeout.org for help quitting. This website has a lot of useful information like: a guide to quitting smoking, resources and tools and a cigarette cost calculator.

As always, First Choice encourages you to review this information with your doctor. ■



If you want more help kicking the habit, call Member Services at **888.276.2020**. Member Services can mail you a packet about quitting smoking.





Buckle Up!

The single most important thing you can do for your children when traveling is buckling up the right way on every ride. Because riding safely varies by age, weight and height, here are some tips to properly secure your child.

- Never buy a used car seat. It is important to know the history of the car seat that your child will be riding in, such as if it has been in an accident or is a recalled car seat.
- Make sure the car seat is weight- and height-appropriate for your child. This information is located on the car seat. Once installed, the car seat should not move more than an inch side to side or front to back.
- Children from birth to 1 year and weighing less than 20 pounds should always be in a rear-facing car seat.
- Children older than 1 year and more than the weight limit for rear-facing car seat must be in one that has a higher weight limit or move to a forward-facing car seat.
- Children younger than 4 years old usually need a forward-facing car seat with a harness system to help maintain body control. Because some forward-facing booster seats may hold children up to 100 pounds, the harness may be removed and the seat belt may be used to restrain the child while traveling.
- All children younger than 13 years of age should be buckled up in a backseat of the car.
- Have your car seat checked by a certified child passenger safety technician to make sure it's properly installed. You can find one at www.safekids.org.
For more information on riding safety, visit the National Highway Traffic Safety Administration's Website at www.nhtsa.gov. ■

World Diabetes Day: NOVEMBER 14, 2011



To celebrate World Diabetes Day, make sure you are up-to-date on your diabetes tests. As a member with diabetes, getting special tests done during the year can help prevent damage to your body and keep your sugar under control. ■

Test	When	Normal Levels
<p>HEMOGLOBIN A1C</p> <p>This test measures your average blood sugar level over the past three months. For people with diabetes, the goal is 7 percent or less. You and your doctor can decide on what your goal should be. An A1c greater than 7 percent can mean you are at greater risk for eye, kidney and heart disease or nerve damage.</p>	Every three to six months	5-5.5%
<p>LDL-C (BAD CHOLESTEROL)</p> <p>This blood test measures your “bad” cholesterol level. Bad cholesterol can build up and clog your blood vessels, causing a heart attack and/or stroke.</p>	At least once a year	<100
<p>URINE MICROALBUMIN TEST</p> <p>This test tells your doctor if there is protein in your urine. Having protein in your urine is the first sign of kidney damage.</p>	At least once a year	<30
<p>DILATED RETINAL EYE EXAM</p> <p>This exam includes dilating the pupils and vision testing. Diabetes is the leading cause of blindness in adults. This exam is covered by First Choice.</p>	At least once a year	
<p>FOOT EXAM</p> <p>Look for blisters, cuts and bruising, swelling or infected areas. If you cannot see your feet, use a mirror or ask a family member to help you.</p>	Daily	
<p>BLOOD PRESSURE</p>	At every doctor’s visit	130/80
<p>WEIGHT</p> <p>Ask the doctor what your weight should be for your height. Your weight and height are key factors in knowing if you are a normal weight or overweight.</p>	At every doctor’s visit	

My Guide to Sugar Diabetes is available from a First Choice Diabetes Case Manager for a limited time. If you are interested in learning more about your diabetes, please call the First Choice Diabetic Nurse Case Manager at: **888.559.1010**, extension **55251**.



BREAK THE **Sickle Cycle!**

September is National Sickle Cell Month. If you or your child has sickle cell disease, follow these tips to stay healthy.

- Be sure to get your **flu and pneumonia shots**.
- Take **folic acid** each day. Folic acid is a vitamin that your body uses to make new red blood cells. New red blood cells are needed with sickle cell disease.
- If you have a child with sickle cell who is 5 years or younger, the doctor may prescribe penicillin every day. Penicillin helps to prevent bad infections. .
- This is also a good time to talk to the doctor about getting your annual flu shot and if you need a shot to prevent **pneumonia**
- Drink **lots of fluids!**
 - With sickle cell, the kidneys let too much water go. Drinking extra liquids like water, fruit juice or sodas without caffeine are helpful.
 - Water can be lost through fever, vomiting, diarrhea, exercise or not drinking enough.
 - Keeping enough water in the body **can prevent a pain crisis**. A water guide for someone with sickle cell disease is three glasses of water a day for every 15 pounds. A 30-pound child needs six glasses a day and someone more than 60 pounds needs 10 glasses a day.
- Eat healthy foods to keep the body strong. Eat at least three meals a day. Children with sickle cell may need to eat more food. Good foods are: fish, eggs, oranges, green leafy vegetables, beans and peas, nuts and grains and sweet potatoes. ■



KNOW THE **Signs of Early Labor**

Having labor pains before 37 weeks of pregnancy is called **preterm labor**. It is very important to know if you are having pain in your stomach too soon when you are pregnant. Your baby needs at least 39 weeks to grow and have the brain develop fully. Your baby could have health problems if it is born too soon.

What are the signs?

- Low, dull backache
- Stomach cramps with or without diarrhea
- Pelvic pressure or feeling as if the baby is “pushing down”
- Contractions, or the feeling of your stomach tightening like your fist, every 10 minutes or less
- Cramps that feel like your period
- Change in your vaginal discharge

If you think you have preterm labor:

- Call your doctor first
 - Drink a large glass of water
 - Lie down on your left side
 - Relax and try breathing deeply
- Your doctor may have you come to the office or go to the hospital. Preterm labor can be stopped if you call your doctor soon enough. If you have any questions about your pregnancy, call Healthy Moms and Babies at **888.276.2020**. Please ask to talk with a prenatal nurse. ■

*Healthy Moms
and babies*

HEALTHY RECIPE: **Firehouse Lentil Soup**

Recipe Summary:

Preparation Time: 30 minutes
Number of Servings: six
Cups of Fruits and Vegetables
per Person: 0.75

Ingredients:

1½ cups uncooked lentils
6 cups water
½ tsp. black pepper
½ tsp. cumin
½ tsp. oregano
2 bay leaves
4-oz. can diced green chilies,
undrained
1 medium red bell pepper, chopped
1 medium carrot, diced
¼ cup lime juice
1 tbsp. olive oil

Directions:

Place first six ingredients in large pot. Bring to a boil and simmer until lentils are tender, about 20 minutes. Remove 1 cup of lentils and puree with green chilies in blender. Add back to the soup. Add bell peppers and carrots and cook until the vegetables are tender. Discard bay leaves before serving and serve with lime juice and olive oil.

Makes six servings.

Nutrition Data per Serving:

Calories: 200
Total fat: 3 g
Saturated fat: 1 g
Cholesterol: 0 g
Sodium: 80 mg
Total carbohydrate: 32 g
Dietary fiber: 12 g
Sugars: 3 g
Protein: 13 g

Source: Centers for Disease Control and Prevention, "Fruits and Veggies: More Matters" ■



Using an Interpreter Is Easy AT FIRST CHOICE

Getting healthcare in languages other than English can be hard. Not at First Choice. We want to make sure you get the best healthcare. If you want to speak a language other than English, we can help. We have Spanish-speaking staff ready to help you. Also, we use an interpreter program (a person who speaks your language) to talk with our members in more than 200 languages. This is free to you. Our nurses and staff enjoy how easy it is to use an interpreter.

Don't forget to tell your doctor about this! He or she can use it for free by calling Member Services at **888.276.2020**. You can also use it when calling the Nurse Help Line at **800.304.5436** for free health advice 24 hours a day. ■



FREE Health Service

What is this service?

Case Management

What does this service offer?

You can talk with one of our nurses about ways to improve your health and lifestyle choices. The nurse can share health information and provide you with community resources. You may also get education mailings when you work with one of our nurse case managers.

Who is this service for?

Members who have medical problems or needs. This includes children, youth and adults who may have one or more medical problems.

What medical problems do case managers help members with?

- Asthma
- Cancer
- Childhood obesity
- COPD
- Diabetes
- Heart failure
- High-risk pregnancies
- Kidney disease
- Serious skin-healing problems
- Sickle cell
- Stroke

How do I know if this service is for me?

You are only a phone call away from finding out. Call us today at **888.559.1010** and tell our staff that you want to make a "self-referral" to Case Management. We will be happy to help you. ■

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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Keep Asthma Under Control

AT SCHOOL



Another school year has started. If your child has asthma, there are some things you need to do to make sure your child has a successful year.

- Make an appointment with your child's primary doctor (PCP) for an asthma checkup.
- Keep in mind that First Choice will pay for two inhalers and spacers, for home and school use.
- Ask your doctor for prescriptions for medicines, rescue inhalers and spacers you may need. Ask if a peak-flow meter might be helpful for your child.

- Take any medical forms that the school needs to be filled out to the checkup.
- Take your Asthma Action Plan to the checkup. Ask your doctor to fill it out for you.
- Make a copy of the Asthma Action Plan and give it to the school. You can also give copies to other people who care for your child.
- Make sure your child takes any daily asthma medicine. This will help keep his/her asthma under control. ■