

## **GREETINGS SELECT HEALTH PROVIDERS:**

As Select Health of South Carolina's Market President and Market Chief Medical Officer of the First Choice<sup>SM</sup> by Select Health plan, we would like to provide our provider network with an exciting update!

**Today, we're especially pleased to announce that we will be lifting our voluntary enrollment hold. Effective October 1, 2019, we will once again welcome new members to our First Choice plan.**

For many years, First Choice has enjoyed outstanding growth because of the quality of our services, the strength of our provider network, and our commitment to our mission: *helping people get care, stay well, and build healthy communities.*

As you know, Select Health requested a temporary enrollment hold, which went into effect at the beginning of this year. Not unlike high-performing, preferred providers, who temporarily pause accepting new patients, Select Health did this to sustain our focus on high quality, comprehensive health care services for existing plan members throughout South Carolina.

Coming out of this voluntary enrollment hold, we want you to know that Select Health remains the quality and market share leader. Select Health's First Choice Medicaid plan is the top-rated Medicaid health plan in the state, with a 4.0 out of 5.0 rating in the National Committee for Quality Assurance's (NCQA's) Medicaid Health Insurance Plan Ratings 2018 – 2019. Our health plan has held this distinguished position since 2010, demonstrating our unwavering commitment to quality care. In addition, just last month, we earned Multicultural Health Care Distinction from NCQA for the fifth time.

We are proud to maintain a strong network of more than 22,300 providers across the state. Thank you for all you do each day to support our members and for your partnership as we build a healthier community together.

Thanks to network providers like you, we achieved gains in 68 out of 89 measures, according to the most recent Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) assessment. Together, we not only closed care gaps, but also scored at or above the 90th percentile in the following measures: prenatal/postpartum, cervical cancer screening, diabetes testing, newborn and adolescent well visits, and body mass index (BMI) measurement. Through our combined efforts, continued collaboration, and adoption of value-based contracting, plan members are seeing the benefits of better health outcomes and improved quality of life.

During the enrollment hold and moving forward, we continue to work hard to achieve even higher levels of quality, effectively address social determinants of care, and make significant advancements and investments in technology to better serve our members and you, our providers:

- In recent months, we launched **one-way and two-way text messaging** to better serve our members' needs, with helpful reminders about needed appointments as well as care management support.
- We have a **new member mobile app**, and **Facebook and Instagram pages** (@firstchoicebyselecthealth).



Courtnay Thompson, Market President



Kirt Caton, M.D., Market Chief Medical Officer

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- We recently awarded five First Choice plan members with **scholarships totaling \$10,000** to help them pursue higher education and/or second career training.
- Since introducing our Mission GED program, 252 GED vouchers have been issued, with **23 First Choice plan members successfully completing their GED**.
- In partnership with SC Thrive, **342 tax returns** were filed in 2019 at our First Choice Community Center in Columbia.
- In partnership with the South Carolina Department of Health and Human Services and the South Carolina Department of Social Services, we've developed an **enhanced model of care for the state's foster children, approximately 5,000 of whom are First Choice plan members**.
- We **expanded our value-based contracting offerings**. These new partnerships will advance the coordination and integration of care for more of our members, enabling further investment in the best interventions that promote the highest level of care and positively influence health outcomes, experiences, and quality of life for our state's most vulnerable populations.
- While still honoring member choice, we have developed a new and innovative approach to reassign plan members where they are seeking care to ensure providers have accurate and actionable member panels.

As October 1 gets closer, we will be sharing more in-depth information about these recent advancements with you in upcoming provider alerts and newsletters. In the meantime, if you have any questions or concerns, please feel free to contact your account executive or either one of us at: [cthompson@selecthealthofsc.com](mailto:cthompson@selecthealthofsc.com) or [kcaton@selecthealthofsc.com](mailto:kcaton@selecthealthofsc.com).

In closing, we'd like to say thank you. We value our partnership and look forward to working together with you to make great things happen for our plan members, your patients, and the extended communities we serve across South Carolina.

  
Courtney Thompson, Market President

  
Kirt Caton, M.D.,  
Market Chief Medical Officer

## Fraud, waste, and abuse contact information

To report or refer suspected cases of fraud, waste, and abuse, contact:

- **Select Health Fraud, Waste, and Abuse Hotline**  
(secure and confidential, available 24 hours a day, seven days a week):  
**1-866-833-9718**  
Mail: Special Investigations Unit  
200 Stevens Dr.  
Mail Stop 13A  
Philadelphia, PA 19113
- **Select Health Compliance Hotline**  
(secure and confidential, available 24 hours a day, seven days a week):  
**1-800-575-0417**

Providers may also report suspected fraud, waste, and abuse to:

### South Carolina Division of Program Integrity Fraud and Abuse Hotline:

- Phone: **1-888-364-3224**
- Fax: **1-803-255-8224**
- Email: [fraudres@scdhhs.gov](mailto:fraudres@scdhhs.gov)
- Mail: South Carolina Fraud Hotline  
Division of Program Integrity  
P.O. Box 100210  
Columbia, SC 29202-3210

### Notice of nondiscrimination

First Choice by Select Health of South Carolina complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. First Choice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### Language services

If your primary language is not English, language assistance services are available free of charge. Call **1-888-276-2020 (TTY 1-888-765-9586)**.