



FIRST CHOICE:
Tried and True,
Time to Renew!

Healthy NOW

SPRING/SUMMER
2025

www.selecthealthofsc.com

**Renewing
your Healthy
Connections
(Medicaid)
benefits**

Learn more on page 6

Learn about
First Choice
maternity
support programs
See page 3



First Choice
4900 O'Hear Ave. Suite 104
North Charleston, SC 29405



First Choice Member Services
P.O. Box 40849
Charleston, SC 29423



@firstchoicebyselecthealth



@firstchoicebyselecthealth



First Choice by Select Health

Take steps now for a healthy pregnancy later

Do you want to have a child? Now is the time to get ready. This can help you and your unborn baby be healthy. The American College of Obstetricians and Gynecologists offers these tips:

- **Eat healthy foods and be active.** This can help you reach or stay at a healthy weight.
- **Start taking folic acid every day.** This can help prevent some birth defects.

- **Do not use alcohol, tobacco, or illegal drugs.** No amount is safe.
- **Stay away from things that can cause harm.** This includes cat waste and bug sprays.

Your health care provider can help you with the goals above. You should also review your medicines with them. Make sure to tell your provider about any herbal products you take. They will let you know what is safe to use.

Vaccines are part of pregnancy care

These shots can help you stay well. The Centers for Disease Control and Prevention (CDC) says the benefit (immunity) passes on from the mom. This will help protect your baby from some illnesses in their first few months.

Talk with your health care provider about these shots :

- Tdap (pertussis), between weeks 27 and 36 of pregnancy.
- RSV (respiratory syncytial virus).
- Flu.
- COVID-19.

First Choice members can receive these shots with a zero copay at a participating pharmacy. For a complete list of places you can go, call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**.

The shots you need depend on timing, travel plans, and your health. Some people may need shots such as hepatitis A or B.

Your First Choice:

Extra benefits to help you get and stay healthy!

As a First ChoiceSM Medicaid managed care member, you keep your standard Healthy Connections benefits and get certain **extra benefits at no cost to you!**



Maternity support programs from First Choice include:

- **Electric breast pump** for qualifying members.
- **NEW! Doula and lactation services** are available. Prenatal and postpartum doula services provided at no cost to qualifying members.
- **Regional baby showers** with choice of car seat, portable crib, or stroller.
- **Meals for qualifying new moms.**
- **Transportation vouchers** for qualifying pregnant members.*
- **NEW! Access to online parenting classes.** Online workshops to help parents solve challenges, like sleeping through the night, potty training, and more.
- **Keys to Your Care[®] texting program** for pre- and post-pregnancy.



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



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

For more details, conditions, and qualifications, visit www.selecthealthofsc.com/extrabenefits or scan this QR code:



Educational assistance programs:



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

Additional programs:



- **Youth sports program/YMCA swim lessons voucher**.*
- **Sports physicals for children.** Members who get their sports physical at the same time as their well visit will receive a \$25 gift card.*
- **NEW! Feminine hygiene kits** available at no cost to qualifying members ages 10 to 18.
- **Emergency kits** are available to members. These kits include road hazard tools, first aid supplies, and a flashlight.**
- **Fresh Produce Box and Meal Program**.*
- **State-of-the-art community center.**
- **Regional member appreciation events.**

Questions?

You can also call Member Services at **1-888-276-2020 (TTY 1-888-765-9586).**

*Conditions apply; see website.

**Note: For certain benefits, there is a limit of one per household, per lifetime.

www.selecthealthofsc.com

FC-05152025-PR-1.3_WM_R_newsletter

FC-12202024-PR-1.1_WM_UFLYER.PDF

FirstChoiceSM
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections

Does your child have an Asthma Action Plan?

If your child does not have an Asthma Action Plan, work with your child's health care provider to write one. The plan guides your child and all the people who care for them. It helps them know when asthma symptoms are getting worse and how to treat them. For students, the plan should state that they need to carry an inhaler with them in school.

Update this plan each year. Keep the most recent one on file at your child's day care or school.

The American Lung Association (ALA) says an Asthma Action Plan should have 3 parts:



1. GREEN ZONE: DOING WELL

The focus is on control medicine.



2. YELLOW ZONE: CAUTION

This covers quick-relief and control medicines.



3. RED ZONE: GET HELP NOW!

This tells you how to take quick-relief medicine. It explains what to do in an emergency.

Summer medicine reminders

Summer break can really shift a family's routine. Medicine is one thing that should not fall off the to-do list. You have to keep taking it the right way. Talk with your health care provider if you need help to stay on track.

Do you know if your medicine can cause photosensitivity? This is when sunlight causes a rash or sunburn-type symptoms. Ask your pharmacist or provider about the drugs you take.

To help protect your skin, wear sunscreen every day. The American Academy of Dermatology says to choose products that have these 3 things on the label:

- Broad spectrum.
- Water resistant.
- SPF 30 or higher.



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 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.

These programs are offered to you at no cost. There are many ways you can join. You can ask your primary care provider (PCP) to enroll you. Or you can refer yourself:

- Call **1-888-276-2020**. Select the options for **Rapid Response/Care Management**.
- Send a secure email from the **Contact** page* on our website. Someone will answer within 24 hours, Monday through Friday.
- Log in to the Member Portal. Go to **Enroll in a special program**.

Once you join, 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.
- Send you some information by 2-way texting.**
- Find specialists and more.

Some people may have more than 1 health issue. If you feel you would benefit from a Complex Care Management program, the following people can refer you:

- Health care provider.
- Caregiver.
- Discharge planner.
- Care Manager who works in a program listed below.

Or you can refer yourself. Just call us at **1-888-276-2020**. Select the options for **Rapid Response/Care Management**.

Want to learn more about these conditions and how to get and stay healthy? Join 1 of these programs:



For members with heart disease.



For members with asthma.



For members with diabetes.



For pregnant members.



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**.

**You or your caregiver, who is authorized to receive your health information, will need to opt in first. Standard messaging and data fees may apply.

Attention: Action Needed!

Yearly Process to Keep Your Medicaid Benefits

MAKE SURE YOU KEEP ELIGIBLE BENEFITS FOR YOU AND YOUR FAMILY!



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



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.

Does Healthy Connections have your current address? 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>).

RESPOND QUICKLY TO KEEP YOUR BENEFITS!

Once a year, Healthy Connections will mail you an Annual Review Form. When you get it, please fill it out completely and return it. There are seven ways to submit your completed documents:

1. **Submit** the form online at <https://apply.scdhhs.gov>.
2. **Upload** the documents to the portal at <https://apply.scdhhs.gov>.
3. **Scan** the form and documents. Email them to 8888201204@fax.scdhhs.gov.
4. **Fax** the form and documents to **1-888-820-1204**.
5. **Mail documents to:** SCDHHS — Central Mail
P.O. Box 100101
Columbia, SC 29202-3101
6. **Call SC Healthy Connections at 1-888-549-0820.**
7. **In person:** You can bring your renewal form and documents to a local SC Healthy Connections Eligibility office. You can find an office near you by searching at <https://www.scdhhs.gov/site-page/where-go-help>.



For a list of required documents: <https://www.scdhhs.gov/members/getting-started>

Select Health is here to help, too! Call us at **1-888-276-2020 (TTY 1-888-765-9586)**.

All images are used under license for illustrative purposes only. Any individual depicted is a model.

FirstChoiceSM
by Select Health of South Carolina
 *Your Hometown Health Plan*

SHSC_243805350-1 | FC-01062023-M-2.1_WM_U

Healthy Connections 

Healthy Now **6** Spring/Summer 2025

First Choice: 1-888-276-2020 (toll free) • 1-888-765-9586 (TTY)

FC-05152025-PR-1.3_WM_R_newsletter

Well care for the whole family

There is no cost to First Choice members for well visits when they go to their primary care providers (PCPs). These visits may help you and your loved ones prevent health problems. They may also find problems early. This is when treatment can be most helpful.

What to expect

At each well visit, your provider:

- May do a physical exam.
- Can answer questions and offer health advice.
- Should help you stay on track with screenings and vaccines (shots).

Children must have certain shots before they go to school or child care. To learn more, visit <https://dph.sc.gov/public/vaccinations>.

How often do you need a well visit?

The American Academy of Family Physicians says most people ages 3 and older should see their PCPs for a checkup 1 time a year. Children younger than age 3 need to have more well visits. The American Academy of Pediatrics says they should take place at:

- 3 to 5 days.
- 1, 2, 4, 6, and 9 months.
- 2, 15, and 18 months.
- 24 and 30 months.

To learn more about the services, go to www.selecthealthofsc.com. Under **Members**, choose **Staying healthy**. Then, click on **Preventive health services**.

Need a replacement Annual Review form?

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

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



How Well Do You Know YOUR FIRST CHOICE HEALTH PLAN?

Quick-reference information for getting health care, prescriptions, and member service.

FirstChoice
by Select Health of South Carolina

Your Hometown Health Plan

Healthy Connections 

HEALTH CARE APPOINTMENTS



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

URGENT CARE

(sick visits) at your PCP should
be available within **48 hours**
of calling for an appointment.



A SPECIALIST should be
able to be seen **within 12 weeks**
of asking for an appointment.

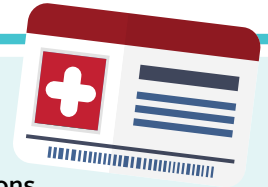
Ask your PCP about

WALK-IN VISITS
and **after-hours care**.



REMEMBER!

- Arrive **early**.
- Bring **both** your Healthy Connections and First ChoiceSM ID cards.
- If you **cannot** make your appointment, call your provider to cancel.
- Bring a list of all **medicines** you are currently taking.



Some health care services require **PRIOR AUTHORIZATION.**

Your provider will submit this request.

- Decision for a standard request can take up to **14 calendar days**.
- Decision for 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.



PRESCRIPTIONS

There is generally
NO MONTHLY LIMIT
to how many prescriptions
you can have (certain
medicines have limitations).

Some medicines require
a **prior authorization**.
Your provider will
submit this request.

Ask your provider to **check**
the list of preferred drugs on our website to
see if a prior authorization is needed.

For medicines that need a prior authorization,
you may get **72-hour temporary supply** from
your pharmacy while the request is pending.*
A decision for drug prior authorization can
take up to **24 hours**.

*A member is permitted one temporary supply per prescription number. Inhalers, diabetic test strip and supplies, and creams or lotions are exceptions to the supply limit because of how they are packaged. For those medicines, the member may receive the smallest package size available.



MEMBER SERVICE

LET US HELP! WE ARE HERE FOR YOU.

We can help you **SCHEDULE**
a provider visit.

We can answer **BENEFIT QUESTIONS**.

LET US KNOW if you wait longer than
45 minutes from your appointment time.

We can help you get your covered
MEDICINES FILLED. Call Member Services
for help before you leave the pharmacy.

We can help you **ARRANGE TRANSPORTATION**
to get to and from provider visits or to pick up your
covered medicine from a pharmacy.

MEMBER SERVICES: 1-888-276-2020 (TTY 1-888-765-9586)

24-HOUR NURSE CALL LINE: 1-800-304-5436

Please see your Member Handbook at
www.selecthealthofsc.com for complete
and detailed information.



Benefit updates

To learn more about the updates shown below, call Member Services at 1-888-276-2020 (TTY 1-888-765-9586).

Collaborative Care Model: Mild to moderate behavioral health conditions can be treated in a primary care provider's (PCP's) office. This allows members' PCPs and behavioral health providers to work together on their care.

Home builders: Families eligible for Medicaid may qualify for home-based mental health services for children ages 18 and younger who are at risk of being placed outside their homes. This is also known as *intensive in-home services for children at imminent risk for out-of-home placement*. These services include motivational interviewing, cognitive and behavioral interventions, relapse prevention, skills training, and more.

Genetic testing: Genetic tests are covered for Healthy Connections Medicaid members who have



full state benefits and meet the clinical criteria that make these tests medically necessary.

Intensive outpatient programs (IOPs) and partial hospitalization programs (PHPs):

The South Carolina Department of Health and Human Services (Healthy Connections Medicaid program) added coverage of IOPs and PHPs with a psychiatric focus for children and adults

who are full-benefit Healthy Connections Medicaid members. IOPs and PHPs provide clinical diagnostic services similar to an inpatient or residential treatment program, but on a less than 24-hour basis. These services require prior authorization.

Sickle cell anemia: Members with sickle cell disease ages 12 and older may be eligible for Lyfgenia and Casgevy, a onetime gene therapy.

Drug/medicine updates

For up-to-date pharmacy information, visit www.selecthealthofsc.com. This includes changes approved by the Pharmacy and Therapeutics Committee. This committee meets 4 times a year. Committee members vote on changes to the Comprehensive Drug List, including which medicines to add or remove. Under **Benefits**, click on **Prescription benefits** to find:

- The Searchable Comprehensive Drug List.
- Information and procedures for submitting a prior authorization request.
- Limits on medicines.

For drug recall information from the FDA, visit the **Information for you** page of the website.

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

Make sure you follow up with your primary and mental health care providers based on your discharge instructions.

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

The First Choice website, 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 health 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: Under **Members**, click on **Member tools**. Click on **Member portal**. 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.
- How quickly you should be seen for urgent and routine needs.
- 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.
- 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 with your health decisions.

Network hospitals, doctors, and behavioral health providers

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

Copayment amounts for adults

As of July 1, 2024, there are zero copays for all.

Medicine updates

You can find: pharmacy benefits, limits, and Comprehensive Drug List changes under **Benefits**, then **Prescription benefits**. FDA drug recalls can be found under **Information for you**.

Member Rights and Responsibilities and the Notice of Privacy Practices

To view these documents, visit www.selecthealthofsc.com/rights and www.selecthealthofsc.com/privacy. It is important for you to know your health care rights and what information you can control.

Instructions for how to report fraud or make a complaint

You can learn how to:

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

Frequently asked questions

You can find out about many things, like what to do if you get a bill, the policy on prior authorization, 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.

Please call Member Services if you want a provider directory, Member Handbook, list of Member Rights and Responsibilities, or other information sent to you by mail.

Use your benefits the right way

At First Choice, we work with you and your primary care provider (PCP) to make sure your benefits are used the right and most cost-efficient way.

First Choice makes decisions based on the care, the services, and your coverage.

We do not give rewards or money to our staff, providers, or anyone else for denying, limiting, or delaying health care coverage or services. Please call Member Services to ask about specific services and benefits that First Choice covers.

Do you have questions about a pending authorization or denial? We are here to help with utilization management concerns during and after normal business hours. We also have no-cost TTY and language services for members. Please call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**.



Need an interpreter?

If your primary language is not English, First Choice has phone interpreters to help you with health care services anywhere, anytime. These interpreters are available for more than 200 languages. You also can use our interpreters when you are at your provider's office. This is offered at no cost to you or your provider. Call Member Services at **1-888-276-2020**. You can also call the First Choice Nurse Call Line at **1-800-304-5436** for free health advice, 24 hours a day. They can also connect you to an interpreter.

Spanish: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-276-2020** (TTY: **1-888-765-9586**).

Russian: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-276-2020** (TTY: **1-888-765-9586**).

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. 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. 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

© 2025. Articles in this newsletter are written by professional journalists or physicians who strive to present reliable, up-to-date health information. But no publication can replace the advice of medical professionals, and readers are cautioned to seek such help. Models used for illustrative purposes only. Developed by WebMD Ignite. 5526M

Don't forget about your Member Handbook

Have questions about your First Choice coverage? No time to call in? Your Member Handbook is always at your fingertips! You can:

- See your benefits.
- Learn about new benefits.
- See your rights as a member.
- Find key phone numbers.

To see your handbook online, go to www.selecthealthofsc.com/pdf/member/eng/handbook.pdf.



Member Handbook and Certificate of Coverage

www.selecthealthofsc.com
f @firstchoicebyselecthealth

May 2025

FC-01252024-M-1.1_WM_U

FirstChoice
by Select Health of South Carolina

Your Hometown Health Plan

Healthy Connections



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
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections