

Select News

May 2024

This newsletter can also be viewed on the [Provider Newsletters and Updates](#) page at www.selecthealthofsc.com. You also can **sign up** there **to receive** our monthly newsletter **via email**.

Happy National Nurses Week!

In May and every day, we want to say a special thank you to all nurses for the hard work, dedication, and compassion you give to First Choice members and everyone you serve.

Message from the Market President



Happy Spring! As we relaunch Select News after a brief pause, it is a reminder of all that you – our resolute, strong network of providers across this state – do for our First Choice members. We know how important it is to stay connected to you! With your valuable partnership, we continue to accomplish wonderful things and expand on our mission to help the citizens of South Carolina get care, stay well, and build healthy communities.

First, I would like to personally thank you for your patience and understanding in the wake of the Change Healthcare challenge. As we receive updates, they are communicated via fax blast and posted on the Provider portal of our website www.selecthealthofsc.com. Secondly, please stay in touch with us as we move to implement multiple programmatic changes alongside our Medicaid agency, the South Carolina Department of Health and Human Services (SCDHHS). We're fortunate that they are paving the way for Medicaid enhancements that drive quality care at the right time, in the right place for our mutual beneficiaries.

Looking forward, we will be moving to a new, easy-to-navigate digital format for this newsletter. Please take a moment to go to the Provider Newsletters and Updates page at www.selecthealthofsc.com and sign up with your current email address.

Thank you, again, for your participation in our Select Health network and your commitment to the care of our First Choice members. We could not do this without you, and we are so grateful.



Courtney Thompson, Market President

Extra Benefits for First Choice Members

First Choice offers all the standard Medicaid benefits plus **extra benefits at no cost** to members. These extra services are designed to help members get and stay healthy, at every stage of life.



- Regional baby showers with the choice of a **car seat, portable crib, or stroller** for qualifying moms.
- Scholastic books for children
- Free home-delivered **fresh produce boxes** or **meal kits** for qualifying members.
- **Free youth sports programs** including **swimming vouchers** for qualifying members (offered through YMCAs).
- Our [spring member newsletter, *Healthy Now*](#), features **First Choice member Marleigh** and her love of **swimming!**

For more information on these benefits, visit: [Enroll Now - First Choice by Select Health of South Carolina \(www.selecthealthofsc.com\)](#).

Single Preferred Drug List

Effective July 1, 2024, the state of South Carolina is moving to a single, state-directed pharmacy benefit preferred drug list (PDL). The PDL will be based on the SCDHHS current fee-for-service (FFS) PDL, which is available on the [pharmacy section of SCDHHS' website](#).

- Individuals who have been prescribed medications prior to July 1, 2024, will be permitted to continue those agents for the duration of the current prescription or through December 31, 2024.
- A list of [frequently asked questions \(FAQs\)](#) is available on the website's pharmacy section.
- SCDHHS will host two live provider training webinars on Wednesday, May 22, 2024, 7:30-9:00 a.m. and 12:30-2:00 p.m. Registration information for the webinars, updates to the FAQs, and other provider training resources will be announced in a subsequent SCDHHS provider bulletin. More details are at <https://www.scdhhs.gov> and www.selecthealthofsc.com.
- The single PDL is not a comprehensive list of all medications covered by Medicaid.
- In addition, in accordance with SCDHHS requirements, Select Health will move to **zero copays for all prescriptions, effective July 1, 2024**.

May is Foster Care Awareness Month



Select Health has been the **exclusive Medicaid MCO** for **children in foster care** in South Carolina since 2012. The Select Health Foster Care Team includes an expert pediatrician, skilled RNs, social workers, care connectors, and resource coordinators. Team members **have specialized training and experience in motivational interviewing**, Mental Health First Aid, Mandt System® (behavioral crisis interaction training), person-centered thinking, and substance use disorders.

The team works with SCDHHS and South Carolina Department of Social Services (SCDSS) caseworkers and foster parents to help guide them in:

- Finding behavioral health providers and making appointments.
- Finding primary care providers (PCPs) and making well-child visit appointments.
- Help with BabyNet referrals.
- Scheduling transportation for appointments.
- Finding a dentist through DentaQuest.
- Pharmacy questions, and much, much more, including our new **Taking Flight program** to help **17-year-olds** as they age out of the foster care system.

Quality Corner

The Quality department would like to share these reminders:

- ✓ Remember to use CPT II codes to qualify for any incentive payments.
 - BMI Percentile: Z68.51, Z68.52, Z68.53, Z68.54.
 - Kidney Evaluation for Patients with Diabetes: KED
- ✓ Review your monthly HEDIS reports available in NaviNet <https://navinet.net>.
- ✓ Ask your account executive about monthly Quality meetings.

Benefit Update Reminders

In accordance with SCDHHS guidelines, the following benefits were added to coverage for First Choice members.

- **Nucleic acid amplification test (NAAT) effective January 1, 2024**
SCDHHS has added coverage for NAAT when performed by qualified lab providers. NAAT is covered for the diagnosis of bacterial vaginosis for First Choice members and those enrolled in the Medicaid FFS Family Planning Limited-benefit program.
- **Oncotype DX breast cancer coverage effective March 1, 2024**
SCDHHS has added coverage for Oncotype 81519 DX Breast Cancer Assay, a genetic test used for gene expression profiling by real-time RT-PCR of 21 genes, utilizing formalin-fixed paraffin embedded tissue. One test per lifetime is covered. For more information and guidance, see MB# 24-008 Physician Services Provider Manual Updates <https://www.scdhhs.gov/communications/physician-services-provider-manual-updates>.

- **Neuropharmacogenomic testing effective March 1, 2024**

Neuropharmagen is a pharmacogenetic test (PGx) that allows providers to see how patients would interact with different medications for mental health diagnosis without going through a trial-and-error process to determine optimal medication and dosage. The test is available to adult First Choice members with prior authorization and must meet state criteria. For more information and guidance, see MB# 24-008 Physician Services Provider Manual Updates

<https://www.scdhhs.gov/communications/physician-services-provider-manual-updates>.

Other Important Reminders

Change Healthcare update: Remittance advice payment recovery details now available!

Select Health is pleased to inform you that a solution has been developed in collaboration with Change Healthcare/Optum to provide payment recovery details on the remittance advice or 835 you receive with your payments for claims processed on and after May 6, 2024.

For claims processed February 21, 2024, through May 5, 2024, Select Health has generated a comprehensive claims recovery report available in the [NaviNet provider portal](#). The claims recovery report provides payment recovery details by member account number, claim number, provider tax ID, payee/group ID, and NPI.

To access the claims recovery report:

- Log in to the NaviNet provider portal.
- Choose **Select Health of South Carolina**.
- Go to **Report Inquiry**, under **Workflows for this Plan**.
- Click on **Administrative Reports>Claim Recovery Report**.

If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up.

Provider Training Opportunities

Select Health offers provider training each quarter for both physical and behavioral health participating providers' office managers, billing representatives, and those involved in claims processing. Our next training session is **June 26, 2024**. (Previously scheduled for June 19). For details and to register, go to www.selecthealthofsc.com.

Reminder: Prior authorization – current procedural technology (CPT) online lookup tool

You can easily find out if a service needs [prior authorization](#) by using the CPT lookup tool on our website. No need to call – using the CPT lookup tool is as easy as 1-2-3!

1. Enter a CPT/HCPCS code.
2. Click the submit button.
3. The tool will tell you if that service needs prior authorization as of the day queried.

To access the tool, visit the Provider section of the Select Health website at:

www.selecthealthofsc.com/provider/resources/prior-authorization-lookup.aspx.

NaviNet Provider Portal

The NaviNet provider portal is a valuable resource to help providers manage administrative functions, from checking eligibility to verifying other insurance information, to submitting prior authorization requests.

The NaviNet portal is provided at no cost to Select Health providers. Registration is required. To register, visit *Self-service tools* in the Provider section of the Select Health website at:

www.selecthealthofsc.com/provider/self-service/navinet.aspx.

Visit the Provider section of the Select Health website for more information, news, and resources for providers. If you need assistance regarding this communication, or other issues, please contact your [account executive](#) or Select Health's Provider Network management leadership.