

### Welcome to the Summer 2025 Edition of Select News

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

In this issue, you'll find important updates on network adequacy, new member benefits, provider training opportunities, foster care, and key reminders to support your quality performance.

### Back to School Ready!

It's hard to believe that back to school season is upon us. Thank you for helping us ensure our First Choice members are ready. Our Jump Start events were a huge success, providing us an opportunity to meet our members and encourage the completion of health screenings in advance of the school year. We applaud you for prioritizing well-child visits and immunizations and helping parents as they navigate these busy days.

### New MCO Foster Care Initiative

Also, as part of our state requirements and ongoing commitment to ensuring high-quality care, we are dedicated to developing and enhancing programs such as Intensive Case Management (ICM) site visits. The Care Management team conducts in-person visits to all Foster Care members who qualify for ICM, including those in group homes, as well as certain members with high behavioral health needs. The program supports quality care in a safe environment for our members and enhances care coordination. Through provider collaboration and education, the program also helps to ensure smooth transitions for our members to support facilities. These are just a few examples of how at Select Health of South Carolina, we're excited to continue building strong partnerships with providers like you.

Thank you for your commitment to high-quality, compassionate care.



Courtney Thompson, Market President



James McDuffy celebrated with an "Amazing Dad" at the SHSC Baby Shower in Goose Creek.



SHSC Bright Start Team celebrating at a Baby Shower.



SHSC associates volunteer for a Baby Shower at the SHSC Community Center in Columbia.

## Provider Network

### Network Adequacy

Network adequacy requirements are an integral part of Select Health's contract with the SCDHHS, and it is a fluid process that requires continuous oversight. SCDHHS must ensure that Medicaid enrollees do not face challenges receiving healthcare services due to inadequate networks or incorrect directory information. With our continued efforts to meet and exceed the requirements, we have advanced analytics in place to continually run data and anticipate gaps. It's important for our provider partners to alert us of any upcoming demographic changes promptly; we appreciate your support!

### Sports Physical Incentive and EPSDT

#### What are the qualifications to receive the incentive?

- ❖ A provider must conduct an EPSDT and sports physical at the time of the visit.
- ❖ Visits are only eligible for this incentive if both an EPSDT and Sports Physical are conducted.
- ❖ Providers with additional questions should contact their [account executives](#).

CPT Code	Modifier	Diagnosis Code
99383	25	Include Z02.5 in any position
99384		
99393		
99394		

## Extra Benefits for First Choice Members

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

### New for 2025!

- ❖ **Doula and lactation services are available** at no cost for qualifying First Choice members through [Pacify Health](#).
- ❖ **Access to online parenting classes** to better equip our members to be successful parents.
- ❖ **Keys to Your Care™** texting program for pre and post pregnancy.
- ❖ **Feminine hygiene kits** are available at no cost to qualifying First Choice members ages 10 to 18.

## Ongoing Extra Benefits

- ❖ **College scholarships and GED vouchers** for selected qualifying members.
- ❖ **Vouchers for swim lessons or Youth Sports Programs** for qualified members at participating regional YMCA locations.
- ❖ **Back-to-school events** with school supplies for grades K-12 (while supplies last).
- ❖ **Regional baby showers** with a choice of car seat, portable crib, or stroller.
- ❖ **Electric breast pump for qualifying First Choice members.**
- ❖ **Sports physicals for children ages 6 to 17.**

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

## Quality Corner

### Reminders:

- ❖ [2025 HEDIS™ Coding Guidelines are now posted in NaviNet under Resources.](#)
- ❖ Review HEDIS™ performance on Monthly Risk Reports via NaviNet.
- ❖ Use Category II codes to bill for Blood Pressure and A1C results.
- ❖ Allow EMR access for Select Health's Quality Team to pull results/data.
- ❖ Upload clinical records directly through Appian.
- ❖ Contact your [Provider Network Account Executive](#) for questions and to schedule Quality meetings.

**Review your monthly Healthcare Effectiveness Data and Information Set (HEDIS™) reports available in NaviNet.** Ask your provider network [account executive](#) about monthly Quality meetings and data exchange.

## Care Management

### Refer Select Health members to Care Management

Select Health has Care Managers who help keep our members healthy. We have health programs for asthma, pregnancy, heart problems, diabetes, behavioral health and more. These programs are offered to members at no cost.

We welcome you to refer members for support from our Care Management team.

## Provider Training Opportunities

Virtual quarterly provider trainings are offered for Select Health participating providers. These trainings are available for both physical and behavioral health participating providers' office managers, billing representatives, and those involved in claims processing. **For access to our robust library of provider trainings**, please visit our website at

<https://www.selecthealthofsc.com/provider/training/index.aspx>

## Online Provider Training and Education

- ✓ Cultural Competency
- ✓ Anxiety Disorders
- ✓ Attention Deficit Hyperactivity Disorder (ADHD)
- ✓ Depression
- ✓ HEDIS 101
- ✓ Opioid Use Disorder

### 2025 Virtual Provider Training Dates:

- September 10, 2025
- December 10, 2025

## Ongoing Provider Training Opportunities

Select Health offers ongoing trainings on an as needed basis via Account Executives or Senior Communications Specialists

- ✓ New Provider Orientation
- ✓ NaviNet

## CME/CEU Opportunities

- ✓ [Health Equity Education](#)
- ✓ [Health Care for People with Intellectual Disabilities](#)

## Provider Warmline for Substance use Disorder

**Could you use a second opinion on treating a patient with substance use disorder (SUD)?** The South Carolina Center for Excellence in Addictions provider warmline is available Monday through Friday, 9 a.m. – 5 p.m., and provides free, confidential clinician-to-clinician consultation. Any South Carolina provider can call **1-864-914-1301** for direct consultation with experienced SUD treatment providers about assessment, treatment, prescribing, testing, co-occurring disorders, and more. For more information visit, <https://addictioncenterofexcellence.sc.gov/>.

**Annual Provider Satisfaction Survey Coming Soon!** Be on the Lookout for the Select Health Provider Satisfaction Survey beginning in September. The survey will come via email, USPS or through a phone call. We appreciate you taking a few minutes to let us know how we are doing.



## Foster Care

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 coordinators, 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.

As of September 1, 2025, the [South Carolina Department of Social Services \(SCDSS\)](#) reported 3,310 youth in Foster Care in our state.

### Select Health Foster Care Team:

- Integrated care management team coordinates with SCDHHS, SCDSS, county caseworkers, and foster families.
- Contact First Choice Member Services at 1-888-276-2020 (option 3) for additional information.

Select Health Resource Coordinators			
Resource Coordinator	Kelsey Austin - BA	843-414-5151	<a href="mailto:kaustin@selecthealthofsc.com">kaustin@selecthealthofsc.com</a>
Resource Coordinator	Julie Neidigh - BS	843-569-4865	<a href="mailto:jneidigh@amerihealthcaritas.com">jneidigh@amerihealthcaritas.com</a>

The annual observance of Foster Care Awareness Month occurred in May. This initiative is to raise awareness about issues related to foster care and to acknowledge the people who help children and youth in foster care find permanent homes. Children in foster care who have strong family connections are at a lower risk for adverse outcomes.

## Reminders when Caring for Children and Youth in Foster Care

### Initial Well-Visit Requirements:

- ✓ Required within 30 days of entering care (preferably within 7 days)
- ✓ Minimum of 2 well-visits per year based on age

### Age Group Required Frequency

- ✓ Under 6 months
  - Monthly
- ✓ 6 months – 24 months
  - Every 3 months
- ✓ Over 24 months – 21 years
  - Every 6 months

Source: [www.aap.org/en/patient-care/foster-care/health-care-standards](http://www.aap.org/en/patient-care/foster-care/health-care-standards) [aap.org]

### Important Notes:

- Use CPT 99358 with modifier UA for initial Foster Care visits.
- A well and sick visit may be billed on the same date of service. The sick visit requires that a complaint or illness be recorded before a service is compensable and must be billed with modifier 25.

### Psychotropic Medication Requirements:

- Informed consent and 'red flag staffing' are required for:
  - Children 6 and under receiving new psychotropic medication
  - 4 or more psychotropic medications per regime
  - New antipsychotic medication prescriptions
- Consent forms available at: [dss.sc.gov/media/2850/dss-form-2056-jan-19.pdf](https://dss.sc.gov/media/2850/dss-form-2056-jan-19.pdf) [dss.sc.gov]



## Need an interpreter?

The Select Health Member Services department is available to assist with non-English-speaking members. To access this free service, please call the Member Services department toll free at **1-888-276-2020**.

After hours (after 9 p.m. Monday-Friday and after 6 p.m. Saturday and Sunday), call the Nurse Help Line at **1-800-304-5436**, and they will assist with getting you connected to a Language Services Associate (LSA) interpreter.

**NaviNet Provider Portal:** The NaviNet provider portal is a valuable resource to help providers manage administrative functions including checking eligibility, reviewing HEDIS™ and quality reports, verifying other insurance information, and submitting prior authorization requests.

**Addition to NaviNet:** Providers are now able to approve or dispute claims overpayments and submit supporting documentation electronically in real-time through Navinet. This new functionality provides a more efficient way to respond to overpayment letters and will reduce the need to mail written correspondence and minimize response times.

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](http://www.selecthealthofsc.com/provider/self-service/navinet.aspx).

## Select Health Family of Companies

<u>First Choice</u>	<u>First Choice VIP Care</u>	<u>First Choice Next</u>
Medicaid Managed Care plan (MCO) <b>FirstChoice</b> <sup>SM</sup> by Select Health of South Carolina  <i>Your Hometown Health Plan</i>  Healthy Connections 	Dual-eligible Special Needs Plan (D-SNP)  <b>FirstChoice</b> <b>VIP CARE</b> by Select Health of South Carolina  Healthy Connections  <small>PRIME</small>	Individual and Family Qualified Health Plan offered on the South Carolina Health Insurance Marketplace   <b>FirstChoice</b> <sup>SM</sup> <b>Next</b> A Product of Select Health of South Carolina, Inc.

For more information on the First Choice Family of Companies, contact your provider network [account executive](#).

## **Providers may report suspected fraud, waste, and abuse to:**

**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 Drive  
Mail Stop 13-A  
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** Mail:  
South Carolina Fraud Hotline Division  
of Program Integrity  
P.O. Box 100210  
Columbia, SC 29202-3210



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