First in Quality
First in Care

Select Health of South Carolina
2016 Annual Message
to the Community
First-rate health care in South Carolina

**SELECT HEALTH** of South Carolina has provided access to high-quality health care for South Carolinians for more than 20 years through Select Health’s First Choice health plan. First Choice is the state’s oldest health plan as part of South Carolina’s Medicaid program, Healthy Connections. First Choice serves more than 340,000 members in all 46 counties of the state and is the top-rated Medicaid health plan in South Carolina, according to the National Committee for Quality Assurance’s (NCQA’s) Medicaid Health Insurance Plan Ratings 2015–2016, as it has been since 2010. *(The South Carolina Department of Health and Human Services [SCDHHs] uses other criteria for evaluating and ranking the performance of health plans serving Medicaid beneficiaries.)* First Choice is the first health plan in South Carolina to earn NCQA’s Multicultural Health Care Distinction, which recognizes our commitment to delivering culturally competent health care.

Select Health also offers First Choice VIP Care Plus in 39 counties of South Carolina. As a Healthy Connections Prime plan, First Choice VIP Care Plus aims to improve care coordination for seniors who are eligible for and utilize both Medicare and Medicaid benefits.

Select Health is part of the AmeriHealth Caritas Family of Companies, one of the nation’s leaders in health care solutions for those most in need. Operating in 19 states and the District of Columbia, AmeriHealth Caritas serves more than 5.3 million Medicaid, Medicare and Children’s Health Insurance Program (CHIP) members through its integrated managed care products, pharmaceutical benefit management and specialty pharmacy services, behavioral health, and other administrative services.

*Select Health of South Carolina is headquartered in North Charleston, South Carolina.*
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We help people get care, stay well and build healthy communities. Care is the heart of our work.
Message from Paul A. Tufano:

As part of the AmeriHealth Caritas Family of Companies, Select Health of South Carolina lives the company’s core values every day. We recognize the inherent worth of each individual and understand the profound connection between quality of life and quality of care. It is what drives our mission to identify and remove barriers so our members across the state can access the right health care at the right time.

Our dedication to delivering hope and healing stretches back more than 30 years. It grew out of a simple observation in a West Philadelphia hospital where low-income community members were increasingly turning to the emergency room as their primary source of care. Today, AmeriHealth Caritas serves more than 5.3 million members in 19 states and the District of Columbia, but we have never lost sight of our humble beginnings.

Our roots are deep in the communities we serve, and we have an extensive history of partnering with local organizations and providers to address the needs of our members right where they live. In collaboration with state, business and community groups, we are bridging the gaps in health care access, innovation and technology to ensure quality health care and services are available to everyone, while at the same time working to reduce health care costs.

At AmeriHealth Caritas, we travel with our members on the road to wellness. By keeping our members at the center of all we do, we are able to deliver compassionate care that honors the uniqueness of each member. Our members’ needs are the stepping stones to every decision we make. Through our commitment to excellence and strong partnerships, we facilitate coordination of physical and behavioral health, as well as pharmacy benefits and social supports, and we provide a clear path to the best possible health outcomes for our members.

I believe caring for our members is not just a responsibility, but also a glorious opportunity.

Paul A. Tufano
Chairman and Chief Executive Officer, AmeriHealth Caritas Family of Companies

First in leadership
Message from J. Michael Jernigan:

More than 20 years ago, Select Health began a journey of health care transformation. We were the first Medicaid health plan in South Carolina, and today we have the privilege of serving the most South Carolina Medicaid members through First Choice. Backed by the 30-year history of our parent company, AmeriHealth Caritas, Select Health is a recognized leader among South Carolina’s managed care plans.

AmeriHealth Caritas has defined, and continues to define, an integrated business model that advances quality and accessibility to care while further improving health outcomes and efficiency. We work collaboratively with states and other partners to identify innovative solutions that improve access to care, reduce administrative complexities and contain rising health care costs. Our fresh approach to engaging members, managing care and developing government partnerships has helped improve millions of lives.

As a trusted partner in health care solutions, Select Health continues to focus on our mission of putting care at the heart of our work. As part of AmeriHealth Caritas, we are committed to helping people get care, stay well and build healthy communities. With the tremendous support of our associates, dedicated providers and invaluable community partners, we are forming new and advanced approaches to care to keep South Carolina healthy for generations to come. I am incredibly proud to be part of Select Health and AmeriHealth Caritas, and I look forward to seeing continued improvements in the state’s health outcomes.

Sincerely,

J. Michael Jernigan
Regional President, AmeriHealth Caritas, and Founder, Select Health

Message from Rebecca Engelman:

Our most valuable resource is our people. Select Health associates have always been passionate about keeping our plan members healthy, and I’m so gratified to work with such a committed team of people who breathe life into our mission every day.

Our partnerships with the South Carolina Department of Health and Human Services and more than 10,000 providers statewide are critical components of our ability to improve the overall health and wellness of our members. Together, we work to provide members with high-quality care, and it is clear that our efforts are making a difference.

First Choice is the top-rated Medicaid health plan in the state, according to NCQA, and has been since 2010. Our top rating is based on strong results from the Healthcare Effectiveness Data and Information Set (HEDIS®), a tool that measures performance on important dimensions of care and service, as well as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, which measures members’ satisfaction with their overall health care experience. First Choice is also the market share leader and preferred plan among South Carolina’s Medicaid beneficiaries and maintains the highest levels of enrollment, transfer-in rate and retention rate.

Select Health will continue providing innovative health care solutions with our members in mind and will work to do even more to help members get the care they need to be healthy.

Sincerely,

Rebecca Engelman
Market President, Select Health
Our members, first and foremost

People with chronic conditions often have multiple health concerns, see several providers and take numerous medications. Our complex care management program provides extra support for these health plan members. The program assesses physical and mental health status, identifies barriers to care, sets goals, coordinates care, and empowers members to self-manage their conditions when appropriate. Through this comprehensive program, we improve quality and reduce preventable hospitalizations, avoidable readmissions and unnecessary emergency room visits. First Choice members like Robert and Senie know about these benefits firsthand.

Senie, from Moncks Corner, is the primary caregiver for her two young grandchildren. She has had several heart attacks and lives with multiple and complex chronic conditions. Senie had 10 inpatient hospital admissions in 2014, so Care Manager Rhonda Cumbee, R.N., engaged Senie in complex care management and set her up with biometric telemonitoring. “Rhonda has helped me a lot,” said Senie. “My blood pressure was really high, and I was scared. She talked to me like a true friend and made me realize I wasn’t the only one going through this. And when I needed help understanding my medicine, she explained the different drugs to me.”

Rhonda could see that Senie was trying to improve her health, but she didn’t have all of the information she needed to put the pieces together. “I spoke with Senie several times about a low-salt diet,” said Rhonda. “She insisted she was watching what she ate but couldn’t understand why she continued to gain weight and experience shortness of breath. We had a breakthrough when I realized she was unaware that salt goes by another name: sodium.”

Rhonda added, “After speaking with Senie many times, she was clearly becoming more empowered and confident. Seeing her taking charge of her own health care really motivated me, and, by helping her stay out of the hospital, she has her life and independence back. She is more active, and her success will allow her to continue to care for herself and her grandchildren.”

“If it weren’t for Rhonda, I don’t know what I would do. I would recommend First Choice to anybody,” Senie said.

Robert, a 61-year-old member in Salem, also deals with many conditions, including syncope (fainting) and orthostatic hypotension (a form of low blood pressure), as well as asthma and chronic obstructive pulmonary disease (COPD). “For more than 10 years, I’ve been in bad health. It sneaks up on you slowly,” Robert said.

After talking to Care Manager Dianna Morris, R.N., Robert was motivated to make an appointment with his doctor, who went into action to address his illnesses. “He was very sick, so I suggested he call his primary care doctor right away,” said Dianna. “I also educated him about orthostatic hypotension, instructing him to sit at the edge of his bed for a few minutes when going from a lying to standing position.”
First Choice member Robert is now able to exercise and play with his great-grandkids after participating in care management.
Care management has been very beneficial for my patients with chronic conditions. It provides extra support to help ensure they are better managing their health.

—Dr. Kirby Smith

Over time, Dianna taught Robert how to best manage his conditions through lifestyle changes and medicines. “Dianna talking to me, suggesting little things I could do, really helped,” said Robert. “She didn’t holler or tell me I had to do something, and that made me want to do it. I began to look forward to her calls.”

Dianna even helped Robert quit smoking. “She suggested that in the morning, I wait five to 10 minutes before I had a cigarette, and then, little by little, I increased my wait time,” he said proudly.

“Today, Robert sounds wonderful,” said Dianna. “He’s going to his doctor appointments, taking his medications as prescribed and walking every day. I was so happy to hear he can now play outside with his great-grandkids and has more energy than he’s had in a long time.”

Our complex care management program is one of the ways we help save the state millions of dollars each year, and members in the program are grateful for the support. “Dianna was a miracle to me, and I feel like I’ve been born again,” said Robert. “I wouldn’t trade First Choice for anything.”
GREAT CARE IS THE FIRST STEP IN MANAGING COSTS

Select Health emphasizes education and outreach, preventive care, and effective disease management to help improve health outcomes and quality of life for South Carolinians.

By providing the right care in the right setting, Select Health saved the state more than $100 million during fiscal year 2015 and more than $480 million since 2010.
Select Health’s First Choice plan covered more than 23 percent of all 57,631 births in the state in 2014 and covered more than 46 percent of the 29,772 babies born within the South Carolina Healthy Connections Medicaid program. Expectant mothers and young children comprise a majority of our plan’s membership. To support these key populations, we offer tailored programs to help moms-to-be deliver full-term babies while staying healthy before, during and after pregnancy.

To ensure women in South Carolina receive regular prenatal care, which increases the likelihood of delivering a healthy baby, we enroll high-risk pregnant members into our signature Bright Start® maternity program. Bright Start offers specialized prenatal care management with a dedicated staff who advocate for members and help coordinate medical care and social services throughout each member’s pregnancy. The program works to decrease infant mortality as well as the number of babies born preterm. These numbers in South Carolina are currently well above the national average and one of Select Health’s leading concerns.

Once a woman enrolls in Bright Start, a Select Health staff member makes an introductory call to get to know the expectant mother, as well as her medical history, lifestyle and general health. After this initial call, we send a packet of educational information tailored to the expectant mother’s specific needs. Bright Start staff also work closely with local obstetricians to ensure the program is providing information that complements their instructions. When mom and baby return home from the hospital, they continue to receive support from the program. Reminders about vaccination schedules, well-child visits and flu shots, and information about postpartum depression and poison prevention are provided throughout a baby’s first year of life.

Select Health is dedicated to successful birth outcomes across South Carolina. We play a key role in the South Carolina Birth Outcomes Initiative, a collaborative effort to improve health outcomes for newborns in the Medicaid program and throughout the state. We are also the long-standing Premier Prematurity Campaign Partner of the South Carolina Chapter of the March of Dimes.

Whether it is helping moms-to-be make healthy choices and control risk factors during pregnancy or educating new moms on well-child care, Select Health is there every step of the way to help ensure healthy outcomes and happy families in South Carolina.

1. South Carolina Department of Health and Environmental Control.
2. South Carolina Department of Health and Human Services.
Care before and after the first breath

**AFTER BEING** diagnosed with pre-eclampsia, a sudden increase in blood pressure for pregnant women, Allison (names have been changed) delivered her firstborn son prematurely. She worried herself sick while her tiny baby remained in the neonatal intensive care unit (NICU) for several days before he was released. Between her first and second pregnancies, Allison joined the First Choice health plan, so when Allison's obstetrician (OB) determined she was at high risk after experiencing contractions with her second pregnancy and dilating 4 centimeters at just 29 weeks, a care manager contacted Allison immediately.

“Ideally, pregnant members with a history of preterm delivery should be followed closely and checked often,” said Susan Gay, R.N., Allison's care manager. “The goal is to deliver a baby after 38 weeks.”

Susan, as part of our Bright Start program, worked closely with Allison's OB to manage the care Allison needed to decrease the likelihood of preterm labor. After a short hospital stay and a series of preventive treatments, Allison was discharged with a prescription for Procardia®, a medication to help relax the uterine muscle and decrease contractions to prevent further cervical dilation.

“She continued to have irregular contractions over the next several weeks, but they don’t always cause cervical change. We talked often about what she was feeling and what she should do. For a member who has experienced early delivery, this can be an anxious and drawn-out experience. I was happy to be there for Allison when she needed me.”

After several weeks of care management, Allison gave birth to her second son, Ethan, at 36½ weeks. Allison is just one of the many mothers on the First Choice health plan experiencing healthy outcomes with the help of our Bright Start program.

“This is the most satisfying part of being a care manager,” Susan said. “The outcome is certainly worth the effort.”

Care Manager Susan Gay, R.N., works with members in our Bright Start program.

<table>
<thead>
<tr>
<th>Timeliness of prenatal care</th>
<th>91%</th>
<th>82%</th>
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<td>Frequency of ongoing prenatal care (≥81% of expected visits)</td>
<td>74%</td>
<td>55%</td>
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<tr>
<td>Postpartum care between 21 and 56 days after delivery</td>
<td>76%</td>
<td>62%</td>
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Select Health HEDIS 2015
HEDIS 2015 Medicaid Quality Compass® mean
Putting children’s health first

**WELL VISITS**

for adolescents ages 12 to 21

ROSE 27% from 2012 – 2014.

**WITH NEARLY** 75 percent of our membership age 18 or younger, helping children grow into healthy adults has always been a priority at Select Health. To determine whether our members are hitting their developmental milestones and staying healthy, we recommend well visits for all children from birth to age 21, which encompass regular medical checkups, growth and development monitoring, nutrition and physical activity education, dental checkups, and age-appropriate tests and screenings. With our multifaceted approach of outreach and member engagement, we are helping our members attend a higher number of well visits so they don’t miss out on this vital part of preventive care.

**MAKING EVERY MEMBER CONTACT COUNT**

At Select Health, we believe in meeting the members where they are to ensure they get the care they need. Throughout 2015, we educated members on and promoted well visits through collaborations across many areas of the company. Each week during the summer months, our Member Services representatives made 7,000 phone calls encouraging members to visit their doctors for their well visit checkups. The Community Outreach Solutions team went the extra mile to visit members at their homes to schedule appointments and arrange transportation, eliminating barriers a member may have had to keeping his or her appointment.

**GETTING IN GEAR FOR THE NEW SCHOOL YEAR**

To further encourage well visits for the whole family, Select Health helped organize events like Jump-Start Back-to-School, offering free back-to-school information, health screenings and children’s activities. We even provided our adolescent members with new backpacks full of beneficial school supplies. Our sixth annual back-to-school event was held at the First Choice Community Center in Columbia, with more than 50 community organizations offering support and health screening services to more than 1,800 parents and school-age children to ensure our members were healthy and ready for the upcoming school year.

**ENCOURAGING CHILDREN TO BE “FIRST CHOICE FIT”**

Well visits are also supported through our signature First Choice

Families in the Columbia area received free health screenings like eye exams at our annual Jump-Start Back-to-School event on July 25, 2015.
Fit campaign, which promotes preventive health care for youth. In 2015, we teamed up with Buffalo Bills wide receiver Sammy Watkins to help us promote healthy behaviors to our members. “Well visits are important,” said Sammy. “Everything might seem fine, but you don’t know what’s going on inside your body.”

Also in 2015, First Choice sponsored First Choice Fit Marcus Lattimore football camps, hosted by former San Francisco 49er and South Carolina Gamecocks running back Marcus Lattimore (pictured on cover). These sessions were held throughout the state as an incentive for young members who completed their well visits. “Being active helps so much,” said Marcus, who advises our members to “eat food that gives your body fuel.”

Catalina, a member in Taylors, is thankful for a health plan that supports her in keeping her son healthy. Lucien, age 10, participated in the First Choice Fit football camp with Marcus Lattimore. “It’s phenomenal to have that support,” said Catalina. Lucien gets regular checkups “to make sure he’s healthy and that I’m doing all I should. I feel really blessed and lucky to have First Choice.”

—First Choice member Lucien
Putting children’s health first

Got Health?
Partnering with our providers is another important component in improving well visit rates. Sumter Family Health Center, a federally qualified health center (FQHC), was recognized in 2015 by our “Got Health” initiative for its exemplary efforts in completing well visits for our members. The Center achieved this recognition for their strategic outreach to pediatric patients through targeted mailings and hiring a Doctor of Nursing Practice (DNP) to focus on the transitional young adult population, ages 12 to 30. “Got Health” encourages members to take charge of their health, focusing on preventive health and rewarding members with T-shirts for engaging in healthy behaviors like keeping current with well visits. The program also partners with and recognizes community organizations and provider offices as “Got Health” champions for supporting members in their efforts to be healthy.

Avenues to outreach lead to positive results
Through our collaborative efforts, Select Health is able to educate and encourage members on the importance of preventive care and the health benefits offered through our health plan. To date, these efforts have been proven to be successful. From 2012 to 2014, adolescent well visit compliance among members ages 12 to 21 rose 27 percent. Additionally, we have improved our HEDIS results from 2014 to 2015, increasing well visit rates for newborns, children ages 3 to 6 and adolescents ages 12 to 21. With continued participation from our members and the invaluable support we receive from providers, Select Health can help ensure our members get the care they need to stay well.

Sumter Family Health Center received our first Got Health award for their efforts to complete well visits for our members.

Football star Sammy Watkins explains the importance of exercise, nutrition and well visits to kids as part of our First Choice Fit campaign.
Select Health associates value **advocacy**

**Nominee: Brenda Curry, R.N., Clinical Care Reviewer, Utilization Management**

Nominate by Angela Price, R.N., Clinical Care Reviewer, Utilization Management

“Brenda has made it her mission to help children. As a clinical care reviewer, Brenda reviews all types of cases, and she is especially interested in protecting child welfare. She is dedicated to bringing medical and provider staff together to strategize ways to get appropriate education and assistance to our members. We have [unofficially] coined her mission ‘Brenda’s Kids.’ This is an example of really taking your work to heart. Brenda demonstrates how we can work behind the scenes to advocate for our members and hopefully change lives.”

Select Health associates value **stewardship**

**Nominee: Amy Rodriguez, Customer Service Representative, Member Services**

Nominate by Josue Valentín, Supervisor, Member Services

“Stewardship means caring for the needs of one another, and Amy utilizes compassion and care to resolve problems for our members. In particular, she recently went above and beyond for a member who had just been discharged from the hospital. The member’s prescribed medications required coordination with another primary insurance, which had ended. Amy was able to correct the information and follow up with the member to let him know we processed his prescriptions. The member was very thankful for Amy’s assistance and relieved to know he could pick up his medicine.”
ACHIEVING QUALITY STANDARDS BY PUTTING CARE FIRST

By educating and empowering our First Choice members to be involved in their health care, we help improve their health and overall quality of life. HEDIS is a tool that measures performance on important dimensions of care and service and is the most widely used performance measurement tool in health care. Our most recent results show that we made many improvements and exceeded the HEDIS 2015 Medicaid Quality Compass mean in several areas.

**Checkups with Primary Care Provider**

Newborns (at least six well visits by 15 months)

- 66%
- 64%

Children ages 3 – 6 (at least one well visit per year)

- 68%
- 64%

Teens and adolescents ages 12 – 21 (at least one well visit per year)

- 50%
- 49%

Select Health HEDIS 2015

Select Health HEDIS 2014

HEDIS 2015 Medicaid Quality Compass mean

South Carolina Department of Health and Human Services does not check or confirm third-party statistics or data. To view the Department’s annual Cost and Quality Effectiveness Report for Medicaid plans, visit www.scdhhs.gov/reports-statistics.
**Chronic Conditions**

- **Use of asthma medications** ages 5 – 64 years
  - 91%
  - 91%
  - 84%

- **Diabetes retinal eye exam**
  - 53%
  - 54%
  - 51%

**Behavioral Health**

- **Antidepressant medication, acute phase** (remained on medication at least 84 days)
  - 49%
  - 46%
  - 52%

- **Antidepressant medication, continuation phase** (remained on medication at least 180 days)
  - 33%
  - 31%
  - 37%

**Prevention and Screening**

- **Adult body mass index (BMI)**
  - 65%
  - 66%
  - 80%

- **Breast cancer screening (mammogram)**
  - 62%
  - 64%
  - 59%

- **Cervical cancer screening (Pap test)**
  - 66%
  - 65%
  - 60%

- **Annual chlamydia screening** (in women 16 – 24 years)
  - 54%
  - 54%
  - 55%

- **Adolescent immunizations** (Combo 1 by 13th birthday)
  - 71%
  - 61%
  - 84%

- **HPV vaccine** (three series by 13th birthday)
  - 18%
  - 13%
  - 22%
First things first: Identifying barriers to care

“I CAN’T TELL YOU what a difference this program has made for my husband, in his health and mood,” said First Choice member Leo’s wife.

Community Care Connector Sam Bellamy met Leo at his home in Walterboro over a year ago. As part of our Community Care Management team, Sam reaches out to members who have frequently used the emergency room or had multiple hospitalizations and reconnects them to the plan and needed services. He immediately noticed Leo’s family was living in an older mobile home desperately in need of repair. The steps leading into the home weren’t secured, there were holes in the floor, and windows were completely missing, which meant the home wasn’t properly insulated for heating or air conditioning.

Leo had worked as a mechanic but had to stop due to many medical setbacks, the most devastating of which was the loss of his voice following a tracheotomy procedure several years before. “The tracheostomy tube was uncomfortable for him, and he really couldn’t talk, so he would get frustrated,” said Sam. “It also became clear there were issues with health literacy, and then he shared with me that he couldn’t read. Because of these communication issues, doctors wrote him off as being noncompliant. I knew then he needed our support to improve his health and quality of life.”

The team began scheduling doctor appointments and accompanying Leo so he could reconnect with providers. Leo also had trouble filling medications; but, with the team’s support, he began taking his medications as prescribed. As time went on, he started taking pride in attending doctor appointments and celebrating each success, and he built a deep trust with the Community Care Management team. “I know I’m connecting with him when he opens up to me. Each time we have a small victory, he’ll tell me a story about his mother,” said Sam.

The team worked with Leo to demonstrate the benefits of relocating to a safer home more suited to his health needs. He also rented the land where they were living, which consumed most of his income. “It was a difficult decision because they had been living there a long time, but the more one-on-one time we spent with him, the more he realized there are people who can help and make life a little better,” said Community Care Manager Shanice Graham. Leo agreed to apply for housing in Walterboro, and, after several months, the family moved into an apartment.

Shanice reached out to local resources, including Leo’s church, which donated household items, and a local furniture bank, which provided chairs. The team also secured needed clothing vouchers, food assistance, new eyeglasses and emergency assistance for utilities. “Leo was overwhelmed with so many issues hanging over his head,” said Shanice. “By helping with some basic needs, he began to have hope, a reason to live and work toward being healthy.”

For the first time, Leo started to think about his future and changes he wanted to make for his life.
He was very weak and using his wheelchair more, so he and his wife decided he needed exercise. Integrated Care Manager Alice LeBlanc, R.N., advocated for Leo to begin outpatient physical therapy, and he worked with a therapist one to two times a week to lose weight and become less dependent on the wheelchair.

The couple became more comfortable setting up transportation and doctor appointments and began relying less on the Community Care Management team to make these arrangements. As the team worked toward graduating him from the program, Leo had one final request: to have his tracheostomy evaluated by a new physician, since he was uncomfortable and often had trouble breathing. “We arranged for a doctor to see him,” said Sam. “She realized the tube was too long, and once she changed the tube and adjusted it, he wasn’t in pain and he could talk much better.”

Leo admits he was unsure of Sam when he first showed up at his door but is now truly grateful for all of the support and care from the Community Care Management team. “They’ve been really nice to me, and I am feeling better now,” said Leo. “I’m definitely thankful for First Choice and would recommend it to anyone.”

Select Health associates value care of the poor

Nominee: Community Care Management Team (below)
Nominated by Shanice Graham, Manager, Community Care Management

“Our team goes out into the community to reach the most difficult-to-engage members. We meet members where they are and work side-by-side with them. In 2015, the team spent more than 5,000 face-to-face hours with members and made over 5,000 calls to members reminding them of upcoming doctor appointments and assisting with resources and emotional support. We’ve also touched the lives of others in the community indirectly through the education and resources provided to members who then pass it along to others in the community.”

Also Nominated by Alice M. LeBlanc, R.N., Program Manager, Community Care Management Team

“The Community Care Management team is the most dedicated group of caring people. Sit with them for a moment, and you hear tremendously challenging reports of members dealing with trauma and chaos. This team comes together to solve problems. They advocate for our members every day and go the extra mile for those most in need in our community to ensure members have holistic wellness support to get healthier.”

Pictured from left to right: Community Care Connectors Kimberly Fennicks and Sam Bellamy, Administrative Assistant Lisa Bryan, Medical Director Fred Volkman, M.D., Community Care Connector Danielle Haynes, Program Manager Alice LeBlanc, R.N., and Community Care Manager Shanice Graham.
Select Health associates value compassion

**Nominee: Sandi Fort, R.N.,** Senior Care Manager, Integrated Care Management (left)
**Nominated by Angela Valmus, R.N.,** Senior Care Manager, Integrated Care Management

“Sandi is very compassionate about helping our members live healthier lives. She puts her heart into her work and takes her time listening to our members. She seeks to plug members into the right settings and resources to help them better manage their health conditions, and the members she works with benefit tremendously from her knowledge and compassion. With a background as a nurse in the emergency room, she also uses her skills to serve her community, volunteering regularly at her church and for many local events.”

Select Health associates value dignity

**Nominee: Kimberley Wilson,** Community Outreach Specialist, Quality Improvement (right)
**Nominated by Belinda Butler,** Community Outreach Specialist, Quality Improvement

“Kimberley has worked for the past 10 years to help our members stay well. She links members with community resources and providers and often assists members by arranging health screenings and doctor appointments or helping them establish a medical home. Kimberley also encourages people at community health events throughout the state to maintain a healthy lifestyle. In her free time, she volunteers to educate people about various health disparities, especially cervical cancer prevention. She is a long-time supporter of the South Carolina Witness Project, empowering African-American women to get screened for breast and cervical cancers. Kimberley also works with the South Carolina Chapter of the National Cervical Cancer Coalition and Cervical Cancer-Free South Carolina, and in 2015 she successfully petitioned Governor Nikki Haley to proclaim January as Cervical Cancer Awareness Month.”
CHOOSE FIRST BY SOUTH CAROLINA PROVIDERS

Select Health of South Carolina maintains an extensive and highly satisfied network of more than 10,000 providers across the state. Our providers are our partners, and they are a critical component of our ability to improve the health and wellness of our members and communities. According to an independent provider satisfaction survey, respondents rated First Choice higher than other Medicaid health plans across all main categories of the survey. In addition, more than 90 percent of our providers indicated they would recommend First Choice to their patients and fellow providers.

More than nine in 10 of our providers would recommend Select Health’s First Choice plan to other practices, providers and patients.
Firsthand knowledge in caring for our members

At Select Health, our priority is the health and well-being of South Carolinians. This passion has been ingrained in our company and is a direct result of our associates’ drive to make a difference in the lives of our members. Sometimes the members we serve join our team of associates, bringing a personal perspective to our work that helps us better understand and serve our diverse membership.

Walter Nivens, a community educator, and his wife, Marguerite, a community events coordinator, bring this unique perspective to the work they do in the field every day. Before joining the team at Select Health, Walter and Marguerite were Medicaid recipients themselves. “When people tell us they’re embarrassed to be on Medicaid, we understand,” Walter said. “We remind them that it’s a safety net for a time of need.”

This firsthand knowledge helps break down barriers and builds a level of trust with our members, while our associates’ passion and expertise help members navigate the often-complex health care system. From Medicaid recipients to dedicated associates, the Nivenses are proudly educating members and the community about our plan. They live our mission every day and are familiar faces in the communities we serve. “We love being able to educate [members] on health and wellness,” Walter said.

Associates like Walter and Marguerite Nivens are part of the reason First Choice is the health plan of choice in South Carolina. Our staff of over 500 associates is thankful to contribute to the well-being of the local community. Named one of the “Best Places to Work in South Carolina” for eight consecutive years, Select Health has been made successful by associates like Walter and Marguerite, who truly put care at the heart of their work.
Select Health associates value competence

**Nominee: Eric Bell,** Technical Support Analyst, Data and Technical Services (middle)
**Nominated by Courtnay Thompson,** Director, Plan Operations (right) and **Terry McMenamy,** Director, Data and Technical Services

“Eric started as an intern with our organization and was promoted to technical support analyst. He performs his job well with a positive attitude and a smile on his face. Eric does not say ‘that’s not my job,’ regardless of whether it entails picking up trash in a hallway or patiently walking a new telecommuter through an installation. Eric seeks ways to grow and learn more in his role and demonstrates that he is truly invested. He has offered several process improvement suggestions and ideas, aims to make our company more efficient, and is seen as a friendly go-to person by his fellow employees.”

Select Health associates value diversity

**Nominee: Jeanette Narvaez,** Community Educator, Community Education (right)
**Nominated by Tommie Myers,** Community Events Coordinator, Community Education

“Jeanette has served our members for 10 years. She is a bilingual community educator and is looked upon as a valuable resource to help ensure we can communicate with our diverse membership. Jeanette is passionate about helping our Spanish-speaking members and works hard to make sure members understand how to use our programs and services so they stay healthy. She is also active in the community and looks for events in our area to help further our mission of building healthy communities.”
Helping our Spanish-speaking members get care is my passion,” said Select Health bilingual Care Manager Deanie Hess, R.N.

“It’s important to understand someone’s culture,” said Eliza Varadi, M.D., at Pelican Pediatrics in Charleston.

Making sure members have access to high-quality health care is a top priority at Select Health. We know cultural competency is vital for our members’ good health, and it is also one of the ways we work to ensure our members are satisfied. This is evidenced by our strong CAHPS results year after year. We also maintain the highest retention rate of Medicaid managed care plans in the state, at 97 percent.

More than 10 years ago, Select Health founded its Culturally and Linguistically Appropriate Services (CLAS) program. The program aims to reduce health care disparities by better understanding the unique backgrounds and cultures of our members and is guided by the national CLAS standards developed by the U.S. Department of Health and Human Services’ Office of Minority Health.

Language services are an important part of our CLAS program because being able to communicate and understand health information is necessary for staying healthy. Silvia’s son, Alex, is a First Choice member in Walhalla. When he recently fractured his leg, she was relieved to get help in Spanish. “I was very worried, but I was so happy to have someone I could talk to who could help me figure out what to do. Communication is the most important thing,” said Silvia.

Select Health bilingual nurse Deanie helped Silvia understand her son’s medicine and how to take it. She also helped Silvia locate a wheelchair for her son from a participating durable medical equipment company close to Silvia’s home. She then helped Silvia set up physical therapy and transportation. “It’s important to talk to someone in their native language, especially as a nurse. It shows that we really care about them and their health,” said Deanie. “I love helping people who want to get care and stay healthy but may not speak English.”

Our provider network also plays a key role in our cultural competency efforts. Dr. Eliza Varadi is a First Choice provider at Pelican Pediatrics in Charleston who speaks English, Spanish, Russian and Hebrew. “Having come to this country as an immigrant, I know how difficult it is to navigate health care in a different language and culture. The more I can alleviate that stress for my patients, the better,” said Dr. Varadi.

Through these efforts and others, Select Health is a three-time recipient of NCQA’s Multicultural Health Care Distinction award. We are one of 19 Medicaid health plans in the United States and the first health plan in South Carolina to earn this distinction.

NCQA honors organizations that meet or exceed its rigorous requirements for multicultural health care and recognizes them as leaders actively working to provide programs and services to advance health equity. Select Health’s efforts include accessible written and oral language services, specialized training for employees and providers, and innovative programs aimed at reducing health care disparities.

This distinction acknowledges our commitment to providing members with culturally and linguistically appropriate services, and we will
continue working to remove cultural barriers, knowing our members are best served when we tailor our services to their personal preferences and needs.
FIRST LISTENING, THEN ACHIEVING

Each year, Select Health of South Carolina uses the CAHPS survey, a standardized national survey, to measure member satisfaction with health plan services as well as care and services from our provider network. The feedback we receive from our members is extremely important to us and helps guide our programs and services. This chart highlights results from our 2015 CAHPS survey, showing we exceeded the CAHPS Quality Compass 75th percentile in many of the composite measures as well as the overall rating measures.

### 2015 Member Satisfaction Survey

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Getting care quickly</td>
<td>89%</td>
<td></td>
</tr>
<tr>
<td>Getting needed care</td>
<td>93%</td>
<td></td>
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<tr>
<td>Rating of health care</td>
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<td></td>
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<tr>
<td>Rating of health plan</td>
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</tr>
<tr>
<td>Rating of personal doctor</td>
<td>88%</td>
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</tr>
</tbody>
</table>

South Carolina Department of Health and Human Services does not check or confirm third-party statistics or data. To view the Department’s annual Cost and Quality Effectiveness Report for Medicaid plans, visit www.scdhhs.gov/reports-statistics.
Select Health associates value **hospitality**

**Nominee: Tom Sommer**, Account Executive, Provider Network Management *(left)*
**Nominated by Mary Wasden**, Account Executive, Provider Network Management

“I joined Select Health in May 2015, and it was necessary to learn quickly so I could successfully serve our providers. Tom shared his expansive knowledge of the organization and the provider network in a warm, friendly way. He is truly dedicated to the mission at Select Health and gives his all to show exceptional service to a provider group or a fellow associate. Having sat next to Tom during my orientation, I often overheard his interactions on the phone and in person and quickly followed his lead. Tom always stops to help a fellow associate or provider with a pleasant tone and manner.”

Select Health associates **put our mission into action**

**Nominee: Cassandra Moultrie**, Coordinator, Appeals *(right)*
**Nominated by Missy Pye**, Clinical Systems Project Lead, Medical Management Systems

“Cassandra is committed to helping people get care, stay well and build healthy communities. She has worked on the Rapid Response and Outreach Team, contacting members who needed help setting up doctor appointments and transportation, and I know members were thankful for her quick and dedicated assistance. Outside of work, she spends much of her time in her community and with youth at her church. From an early age, she has cared for others. As the oldest of seven children, she helped her mom raise her siblings, and she graduated from college at age 26 while caring for her two children. Her passion is mentoring youth, many of whom are attending college because of her guidance and persistence.”
To be an inspiration, you must first set an example

**Actions speak** louder than words. At Select Health, care is the heart of our work, and we demonstrate that by giving back to the community. More than 20 years ago, AmeriHealth Caritas Regional President and Select Health Founder Mike Jernigan established the precedent for dedicated service by volunteering at various civic and health care-related organizations. His passion for improving the quality of life in the state’s communities continues to inspire associates to advance the mission of making a difference by helping people get care, stay well and build healthy communities.

Mike is especially interested in partnering with organizations to improve the lives of children. He is a past president of the Exchange Club of Charleston, which supports efforts to prevent child abuse and promote youth achievement. Currently, he is president of the Coastal Carolina Fair, which generates more than $800,000 annually for local Charleston area charities, including Darkness to Light and the Dee Norton Lowcountry Children’s Center.

**Empowering youth to reach their full potential**
Following Mike’s lead in advocating for children, we have a tradition at Select Health of volunteerism and service to child-serving agencies. One example is our work with the Charleston-based nonprofit Be a Mentor (BAM). Mentors are paired with students for weekly one-hour visits during the school year. Receiving one-on-one attention from a reliable adult is a rarity for many of these students.

BAM offers five signature programs at local schools. There is Lunch Buddies for elementary school students, Project Shine to help middle school students with goal setting and academics, and Career Path
Mentoring for high school students. In addition, Basics Boosters helps students achieve grade-level proficiency in subjects like reading and math, while After-school Academic Mentoring is offered to students at the Carolina Youth Development Center.

“[My mentee’s] teacher told me [BAM] has made a world of difference, not only in test scores, but in her attitude toward school. Having two children of my own, I know how important early education is to get children started on the right track. [My mentee] doesn’t get a lot of individual attention at home, so I’m glad I can be there for her.”

—Donette Gibson, compliance specialist, Select Health, mentor to a third-grade student

DELIVERING HOPE AND HEALING IN TIMES OF GREATEST NEED
In serving the health care needs of Lowcountry residents, Select Health has witnessed the power of families and communities coming together to find solutions. As a long-time supporter of the Ronald McDonald House Charities of Charleston, we know it can change lives.

Select Health is one of seven recognized business partners of the Ronald McDonald House Charities of Charleston. Our donations support the organization’s Share a Night program, which helps cover operating costs (estimated at $75 per night per family) so families can stay close to their children being treated at Medical University of South Carolina.
To be an inspiration, you must first set an example

Since 80 percent of the families who stay at Ronald McDonald House are Medicaid beneficiaries, this particular partnership is a very special opportunity for us to build healthy communities one family at a time.

“Select Health understands more than most organizations the importance of our mission of keeping families close. In addition to the monetary support, Select Health employees come to the House to volunteer, collect wish list items and participate in our fundraising events.

“Our business partners are part of the Ronald McDonald House Charities family. They not only educate their employees about the work we do, but help raise awareness within the entire community of the challenges families can face when a child requires a lengthy hospitalization.”

—Alix Robinson Tew, Director of Development, Ronald McDonald House Charities of Charleston

MOVING ONE STROKE CLOSER TO A CURE

Another cause near and dear to the hearts of the Select Health team is supporting cancer research and survivorship programs.

Last year, we were corporate sponsors of the annual Dragon Boat Charleston. Due to the generosity of festival sponsors, 100 percent of all paddlers’ donations went toward cancer research, as well as survivor education programs focusing on healthy lifestyles and nutrition.

Here’s how one rower on our 2015 “Seas the Day” team described the experience.

“The Dragon Boat Festival is a wonderful day with family and friends. I was very excited to be on Select Health’s first festival team and loved the fact that Select Health was a corporate sponsor. Sponsorship spearheads a variety of community programs, which are such an

Select Health is a long-time supporter of the Ronald McDonald House of Charleston, where families can stay while their children undergo extensive medical treatment.
Select Health’s “Seas the Day” team participated in Charleston’s Dragon Boat Festival, which raises money for cancer research and cancer survivors.

“I have a sense that whatever comes my way, I know I can handle it.”

—Select Health associate Cynthia Smalls

important part of Dragon Boat Charleston’s mission. It also helps survivor teams go to other boating events, including international races.

“During the festival, there is a moment when the survivors come together. It’s a time to remember those we lost over the past year, but also a time to reflect on how dragon boating empowers us on and off the water. It’s like, OK, it’s been tough dealing with cancer, but now it’s time to get back on the water. That’s where we’re strong.

“For me, there’s just something about being in that boat. I look around and see some people who are still going through treatment who are out there paddling. I see that dragonhead while we’re racing. I have a sense that whatever comes my way, I know I can handle it.”

—Cynthia Smalls, Clinical System Administration, Select Health
Select Health of South Carolina is a member of the AmeriHealth Caritas Family of Companies.

Featured on front cover: Marcus Lattimore, former University of South Carolina running back, has been promoting prevention as part of our First Choice Fit campaign, which encourages kids to get their yearly well visits.