



# Important Health Information for You

## Know Where to Go if You Get Sick

### How and where to get care

#### Is it an emergency?

Emergency care is medical care you need right away to treat a serious, sudden injury, or illness.

#### Yes

##### Call **911** for problems like:


- A fever of 100.5 degrees or higher in infants 0 to 2 months.
- A knife or gunshot wound.
- A serious accident.
- Blood in vomit.
- Broken bones.
- Chest pain.
- Drug overdose.
- Eye damage.
- Loss of speech.
- Nearly drowning.
- No pulse.
- Breathing problems
- Poisoning.
- Severe burns.
- Severe dizzy spells, fainting, or blackouts.
- Severe spasms/convulsions.
- Severe wound or heavy bleeding.
- Sudden loss of feeling or not being able to move.
- Strong feelings of wanting to hurt yourself or someone else or suicidal thoughts. (If someone is threatening suicide, call the National Suicide Prevention Hotline at 1-800-273-TALK.)


#### I don't know

Your primary care provider (PCP) can help you decide where to get care.

Please call your PCP or the 24/7 Nurse Call Line at **1-800-304-5436** or the Substance Abuse and Mental Health Services Administration (SAMHSA) crisis line at **1-800-622-HELP**.

 Get care now.

 Call your PCP to see where you should get care.

 Call to see if you need to make an appointment with your PCP or if you should go to an urgent care center.

#### No

Your PCP can help you decide if you need to go to an urgent care center or the PCP's office. Call your PCP or our 24/7 Nurse Call Line at **1-800-304-5436** or the SAMHSA crisis line at **1-800-622-HELP** for problems like:

- Animal bites.
- Coughing.
- Depression or anxiety. If these feelings make you want to hurt yourself or someone else, call **911**.
- Diarrhea.
- Earache.
- Fever.
- Pink eye.
- Skin rashes.
- Sore throat.
- Sprains.
- Stomach ache.
- Vomiting.

Call an ambulance for true emergencies. An ambulance may also be needed if there is a physical, sensory, cognitive, developmental, or mental condition that requires a higher level of transport.

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

Healthy Connections 

## Notice of Non-Discrimination

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

First Choice provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact First Choice at **1-888-276-2020** (TTY **1-888-765-9586**). We are available Monday – Friday (8 a.m. – 9 p.m.) and Saturday – Sunday (8 a.m. – 6 p.m.).

If you believe that First Choice has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- Grievance Supervisor First Choice Member Services  
P.O. Box 40849, Charleston, SC 29423-0849  
**1-888-276-2020** (TDD/TTY **1-888-765-9586**)  
Fax: **1-800-575-0419**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, First Choice Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019** (TDD: **1-800-537-7697**)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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**FirstChoice**  
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**Your Hometown Health Plan**

[www.selecthealthofsc.com](http://www.selecthealthofsc.com)

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Healthy Connections 

Language services

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

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

**Arabic:**

إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-276-2020** (رقم هاتف الصم والبكم: **1-888-765-9586**).

**Portuguese:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **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**).

**Vietnamese:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-276-2020** (TTY: **1-888-765-9586**).

**Brazilian Portuguese:** Se você fala português do Brasil, os serviços de assistência em sua língua estão disponíveis para você de forma gratuita. Chame **1-888-276-2020** (TTY : **1-888-765-9586**).

**Chinese:** 如果您說中文，您可以免費獲得語言援助服務。請致電 **1-888-276-2020** (TTY: **1-888-765-9586**)。

**Falam:** Falam tawng thiam tu na si le tawng let nak asi mi **1-888-276-2020** (TTY: **1-888-765-9586**) ah tang ka pek tul lo in na ko thei.

**Hindi:** यदि आप हिंदी बोलते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएँ उपलब्ध हैं। काल करें: **1-888-276-2020** (TTY: **1-888-765-9586**)।

**Korean:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-276-2020** (TTY: **1-888-765-9586**)번으로 전화해 주십시오.

**Chin:** Hakha holh a hmanmi na si ahcun man lo in holh leh piaknak lei bawmchanh khawh na si. Auh khawhnak: **1-888-276-2020** (TTY: **1-888-765-9586**).

**French:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-276-2020** (ATS : **1-888-765-9586**).

**Karen:**

နမ့်ကတိ ကညိ ကျိအလိ, နမန့် ကျိအတိမတလ လ တလါဘျိလါဘျိ နိတမံဘျိသ့န့လိ. ကိ: **1-888-276-2020** (TTY: **1-888-765-9586**).

**Amharic:** ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያገለግሉት ተዘጋጅተዋል: ወደ ሚከተለው ቁጥር ይደውሉ **1-888-276-2020** (መስማት ለተሳናቸው: **1-888-765-9586**)።

**Burmese:** အကယ်၍ သင်သည်မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့် ငဲ့အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-888-276-2020** (TTY: **1-888-765-9586**) သို့ ခေါ်ဆိုပါ။