

FirstChoice
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 

Healthy NOW

SUMMER 2019

www.selecthealthofsc.com

 @firstchoicebyselecthealth

**Stay safe
this summer**

**Overcoming
opioid
addiction**

Try our slow
cooker chicken
recipe
see page 10



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>.



www.selecthealthofsc.com

SH-162106

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**) (TTY: **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 hmangmi 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 ကညီ ကျိုအယိ, နမ နှ် ကျိုအတိမစာလ
တလၢ်ဘျၢ်လၢ်စု နီတမံဘၣ်သ့န့ၣ်လီၤ. ကိး
1-888-276-2020 (TTY: **1-888-765-9586**).

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያገዝዙት 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။

Get needed care in a timely manner

It is important to get needed care quickly. Here is some information to help you and your family stay healthy:

- Schedule well visits four weeks before you need to have them, or sooner if you can. It can take up to four weeks to get a well visit with your primary care provider (PCP).
- You should be able to get an appointment for urgent, nonemergency care within 48 hours of asking your PCP for it. Ask your PCP about walk-in and after-hours care.
- If you are making a specialist appointment, you should be seen within 12 weeks.
- Some medical services require prior approval (permission) to help make sure you get the necessary care. It is your health care provider's responsibility to get prior approval.
- First Choice has an online preferred drug list (PDL). The PDL lets you see which medicines are preferred.
- Some medicines require prior approval. First Choice will make a decision about prior approval within 24 hours of getting the needed medical information from the prescribing provider.

Do you need help with appointments, transportation, or getting your medicine? Please call Member Services at 1-888-276-2020 (TTY 1-888-765-9586).

JUMP-START BACK-TO-SCHOOL



★ Back-to-school information and health screenings

♥ Children's activities

✿ Food and drinks

★ Backpacks with school supplies

(Backpacks are at no cost. They are for children in grades K through 12, while supplies last.)

Join us at an event in one of the cities below!

All events are from 9 a.m. to noon.

- **Friday, July 26:** First Choice Community Center, Columbia
- **Saturday, August 3:** Praise Assembly Church, Beaufort
- **Saturday, August 10:** Conway Elementary School, Conway
- **Friday, August 16:** CC Woodson Community Center, Spartanburg

Please see the Community page at www.selecthealthofsc.com for complete addresses.

Keeping your First Choice and Healthy Connections benefits

To keep getting Healthy Connections and First Choice benefits, members must fill out Healthy Connections eligibility forms yearly. When you get the Annual Review Form from Healthy Connections, you must fill it out and return it within 30 calendar days from the date on the form. If you have questions or need help with the form:

- Go to www.SCDHHS.gov.
- Call the South Carolina Healthy Connections Member Service Center at **1-888-549-0820**.
- Call First Choice Member Services at **1-888-276-2020**.

Return the Annual Review Form to:
SCDHHS — Central Mail
P.O. Box 100101
Columbia, SC 29202-3101

Do you have questions or need a form sent to you? If so, call South Carolina Healthy Connections Member Service Center at **1-888-549-0820** or First Choice Member Services at **1-888-276-2020**.

When it's time to leave the hospital

When you've had a hospital stay, call your primary care provider (PCP), behavioral health provider, and/or specialist before you leave the hospital, or within a few days of going home. This is important whether your stay was for a physical condition or a mental health condition. Your health is important to us. Follow-up appointments can help you continue the progress that you made during your hospital stay and continue on the road to recovery.

Having a follow-up appointment within seven days of leaving the hospital may help you get better faster. You and your provider can discuss what is and isn't working at these visits.

Your doctor can:

- Give you advice about your medicine and make any adjustments if needed.
- Discuss concerns about side effects.
- Talk about your sleep.
- Tell you about community or outpatient services that are available, depending on your condition.
- If this was a behavioral health discharge, talk with you about whether counseling might be right for you.

If the follow-up appointment is scheduled before you leave, ask the discharge staff at the hospital for detailed information about the visit, including:

1. The provider's name.
2. The provider's address.

3. The provider's phone number, website, or email address.
4. The date and time of the appointment.

Remember, you are not alone and help is available. Before you leave the hospital, know what to do in a crisis. Make sure that you have recommended crisis center

or hotline information should you need support, referrals, or other resources.

If you need help, First Choice can help you make an appointment or get the transportation that you need to follow up with your physical or behavioral health provider. Please call us at **1-888-276-2020**.

Medicine updates

Please visit www.selecthealthofsc.com for up-to-date pharmacy information. This includes changes approved by the Pharmacy and Therapeutics Committee. This committee meets four times a year.

Committee members vote on changes to the preferred drug list, including which medicines to add or remove. The website also includes:

- Preferred drug list updates. These are in the **Member tools** area of the website.
- New prior authorization criteria and procedures for submitting a prior authorization request. Click on **Benefits**. Then click **Prescription Benefits**. Finally, click **Prior Approvals and Authorizations**.
- Pharmacy benefit restrictions. Find these by clicking **Benefits** and then **Prescription Benefits**.
- Drug recall information. Find this in the **Information for You** section.



Learn more about your benefits and services

On our website, through your member portal, or by mail

On the First Choice website, www.selecthealthofsc.com, you can find important information about your health benefits and services.

- **The member portal.** To register, click on “Members” and then “Member tools.” Click on “Member portal” and enter your personal information. This lets you see your medical and drug benefits and health information. You can review your medical care history. You can also:
 - Request a new ID card.
 - Change your primary care provider (PCP).
 - See the medicines you have gotten.
 - Enroll in a care management program.
 - Complete a Health Risk Assessment.
- **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.
 - How quickly you should be seen in emergency, urgent, and routine situations.
 - 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, and how to report suspected fraud and abuse.
- How First Choice makes decisions about your care when there are advances in medicine and new treatments available.
- Information about other benefits and services.
- **Network hospitals and doctors.** Using the online provider directory, you can search for a First Choice network doctor or hospital by name, preferred race or ethnicity, ZIP code, or county. You can see their specialty, language spoken, gender, office hours and wheelchair access.
- **Copayment amounts for adults.** See the Copayment Reference Guide.
- **Member rights and responsibilities and the Notice of Privacy Practices.**
- **Instructions for how to report suspected fraud or make a complaint.** You can find out how to report suspected fraud and abuse. You can also learn how to make grievances (complaints), how to ask for an appeal, and about state fair hearings.
- **Frequently asked questions.** You can find out about things like what to do if you get a bill, the policy on prior approvals, who to call if you have trouble getting medicine filled, how to change your PCP, and more.
- **Upcoming events.** You can find our online calendar of community events, like Jump-Start Back-to-School events, at the bottom of our community web page.

Check out our Facebook page!

Look for First Choice by Select Health (@firstchoicebyselecthealth) on Facebook to find health tips, event notices, and information for members! There is a link to it from our website.

Do you want a provider directory, member handbook, list of rights and responsibilities, or other information sent to you by mail? Call Member Services at 1-888-276-2020.

Vaping: The newest tobacco trend aimed at youth

Cigarettes have long been a concern for parents of teens. But now there's a new tobacco threat in town — and it doesn't look like tobacco at all.

JUUL, the leading electronic cigarette maker in the United States, launched its brand of e-cigarettes in 2015, according to the journal *Tobacco Control*. These products look like a USB flash drive. They can be charged in a USB port. Inside is a cartridge with liquid. The liquid comes in appealing flavors, from fruit and dessert-inspired to coffee and mint. Each cartridge holds about the same amount of nicotine that you'd find in a pack of cigarettes.

Understanding the appeal

Vaping — that is, using e-cigarettes — is exploding in popularity. U.S. retail sales in the fourth quarter of 2017 reached \$150 million, according to the journal *Tobacco Control*. A recent survey was given to more than 1,000 youth by the group Truth Initiative. It found that 18 percent of middle and high school students have seen the devices used in school.

The flavors are a big part of the appeal. Most youth who use e-cigarettes start with a flavored product, according to the U.S. Department of Health and Human Services. JUUL Labs has recognized that flavors entice this younger population. It has stopped selling mango, fruit, creme, and cucumber

flavor cartridges in retail stores. This is an effort to reduce the number of teens using nicotine products. These flavors are now only available to adults ages 21 and older through JUUL's website.

The packaging matters, too. Some companies make skins to decorate these devices. This is just one way young people can disguise them. And it makes them seem like fun accessories. A lit cigarette is hard not to notice. But vaping is much easier to hide from parents and teachers. It's not hard for someone underage to buy these products, especially online.

The health effects

Because JUUL and other e-cigarettes are so new, there aren't long-term studies on their health effects yet. But it's important to remember that they contain nicotine, just like cigarettes. There's also evidence that they serve as a gateway into nicotine products that have been proven harmful. A study published in the journal *Pediatrics* found the following:

- Use of e-cigarettes makes youth more likely to say that tobacco isn't dangerous.
- Those who used e-cigarettes were also more likely to say they planned to smoke cigarettes in the future.

- E-cigarette use has been associated with future marijuana use.

A report from the U.S. Surgeon General says that using e-cigarettes during adolescence can cause addiction and harm the developing brain. Given that about 3 million adolescents vape, this is a real public health concern.

It is recommended that you talk with your kids about the health dangers of vaping. If you notice them using e-cigarettes, encourage them to quit. While they may seem fun and harmless, they're a potent nicotine product in disguise.



Overcoming opioid addiction with the right treatment

The U.S. is experiencing an opioid crisis. Every day, more than 130 people die due to opioid overdoses, according to the National Institute on Drug Abuse. If you or someone you care about is addicted to opioids, these aren't just headlines. They're your reality. And it can be very scary. Medication-assisted treatment (MAT) can help.

What is medication-assisted treatment?

Research shows that MAT can help treat opioid addiction and lead to long-term recovery. MAT programs offer:

- FDA-approved medicines that stop the cravings for opioids.
- Counseling and behavioral therapies that help patients work through issues related to addiction.

The specific treatments that a person receives with MAT vary. They are customized to meet each person's unique needs.

An effective approach for treating addiction

There are three different medications available for treating opioid addiction that may be used with MAT. They are buprenorphine, naltrexone, and methadone. The drugs work in two ways. They prevent withdrawal symptoms and reduce cravings, or they block the effect of opioid drugs so that even if you take them, you can't get high.

Some people think that using medications to treat opioid addiction is just substituting one addiction for another. According to the National Institute on Drug Abuse, this simply isn't true. When you are treated for

opioid addiction, the dose of the medication doesn't get you high. It helps reduce cravings and withdrawal symptoms. It allows your brain to heal.

Finding the best program for you

How can you find a doctor or program that offers MAT? Start by talking with your health care provider. Ask for recommendations. Or visit the Substance Abuse and Mental Health Services Administration's Opioid Treatment Program Directory at dpt2.samhsa.gov/treatment/directory.aspx.

You can also call First Choice Member Services at **1-888-276-2020** for help finding a provider.

What is Naloxone or Narcan?

Naloxone (or the brand-name version, Narcan) is medication that temporarily stops or reverses the effects of an opioid overdose and makes breathing easier within two to eight minutes. Naloxone can be given by using a nasal spray or a shot. These benefits will last from 20 to 90 minutes. This can give time to call for help. If someone overdoses, naloxone can help save their life. People who use opioids and their family members and friends should have naloxone on hand as a safety measure. You can get naloxone or Narcan from most local pharmacies after completing an education program on how to use it.

First Choice does not require a prior approval for Narcan nasal spray and will cover up to four doses every 30 days. See your pharmacist for more information.



Sun, fun—and safety

The thought of bicycles, pools, and playgrounds should make kids excited. Parents, learn how to let your kids have fun this summer without worrying about their safety.

Here are some safety tips kids should follow. Check them off your list, and then go have some fun.



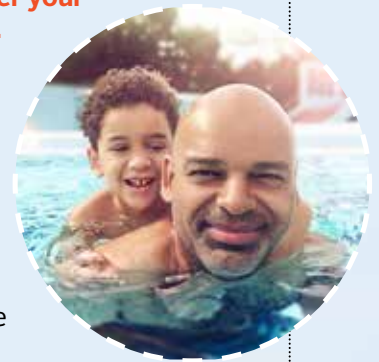
Biking

- **Don't rush your child off training wheels.** Most aren't ready for a two-wheeled bike until age 5, according to the American Academy of Pediatrics. Choose a bike that fits your child. It should allow him or her to place the balls of both feet on the ground while sitting on the seat.
- **Have your child wear a helmet for every ride.** Choose one that is approved by the Consumer Product Safety Commission (check the inside label). In the event of a crash, helmets protect kids from more serious injury.

Swimming

- **Never let kids near pools or other bodies of water without you there.** At least one adult who knows how to swim should watch the kids. For infants and toddlers, this grown-up should stay at arm's length, providing "touch supervision."
- **Swimming lessons may lower your little one's risk of drowning.**

The U.S. Department of Health and Human Services recommends signing kids up when they're ready. This can be as early as age 1. Still, even trained swimmers need a watchful adult nearby. And keep safety equipment, such as life preservers, on hand.



Playing at the playground

- **Make sure playground equipment is safe.** It should be on a level surface and fixed firmly to the ground. Safety-tested mats or wood chips should be underneath equipment. Make sure it covers at least 6 feet in all directions (even farther for swings and slides).
- **Before playtime, check the temperature of all equipment.** And check equipment for loose bolts, rusted chains, and jagged edges that could catch a child's clothing.



Rescue inhalers: You can have 2

An asthma attack can come on quickly. It may include symptoms such as coughing, chest tightness, wheezing, and trouble breathing. It is very important that your child's rescue inhaler is with him or her at all times.

A spacer can attach to an inhaler and make it easier to take asthma medicine. Check with your child's provider to see whether his or her inhaler can be used with a spacer. First Choice will cover the cost for an extra inhaler and spacer for your child to have at school. Talk with your child's provider about getting an extra inhaler and spacer to use at school. Also talk with your child's provider about a controller medicine for asthma. And talk about an asthma action plan to get ready for the new school year.



Drink to your heart health

Staying hydrated means giving your body enough fluids. Hydration makes it easier for your heart to pump blood throughout your body. When your fluid levels dip too low, your heart has to work overtime.

Dehydration can put you at risk for serious conditions, such as swelling, dizziness, and heatstroke. If you already have a heart condition, you may be at an even higher risk.

Know the signs of hydration

There's no magic number for how much liquid you need to stay hydrated. It can vary day-to-day, depending on the weather, how active you are, and more. To help make sure you're getting enough, check the color of your urine. If it's pale or clear, you're probably in a good zone. If it's dark yellow, it likely means you need to up your intake.

Try drinking fluids throughout the day instead of waiting for signs that you're dehydrated. In fact, by the time thirst strikes, your liquid levels are already too low.

Be an H₂O hero

The advice to "drink more water" sounds simple enough. But you may find it can be surprisingly tough to increase your intake. Here are some ways to do just that:

- Drink a full glass of water whenever you need to take a pill.
- Add a slice of lemon or lime to water.
- Have a glass of water before exercising or going outside on a hot day.
- When you feel hungry, have a glass of water first to make sure you're truly hungry.
- Drink from a reusable water bottle throughout the day.

Steer clear of sugary drinks, such as fruit juice and soda. They add unnecessary sugar and calories. You may also want to limit your caffeine intake. It can cause you to lose even more liquids by making you urinate more frequently.

Do you have any questions about hydration and your health? Talk with your provider.



Get ready for school sports with a well-child visit

Does your child want to play a sport? Take him or her to a primary care provider's office to receive a well-child visit. These visits are provided at no cost to First Choice members. They include everything that is needed for a sports physical, and more.

Follow these tips to make sure your child plays safely this year:

- Check that your athlete has the right gear for the activity (helmet, wrist guards, knee pads, etc.).
- Help children train for their sport so they won't get hurt.
- Ask coaches to schedule games and practices in the morning or late afternoon instead of the hottest part of the day. Avoid heat illness by providing your child with plenty of water before, during, and after exercise. During practice or a game, the kids should get a water break every 20 minutes.

Did you know children should get well-child visits once a year from birth through age 21? This is true whether they play sports or not. Please call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**) for help scheduling an appointment.



Slow cooker to the rescue!

So you're not the world's best cook. Or you could be, if you had the time. But, really, who has the time? Enter your secret weapon — the slow cooker. This classic kitchen tool can't be beat when it comes to healthy, homemade meals.

Your slow cooker can save you money, too. It tenderizes less expensive pieces of meat. And it uses less electricity than the oven. Whether you opt for homemade chili or pot roast for dinner, or you cook a breakfast casserole overnight, use these tips for the best results:

- Always start with a clean pot.
- Put your veggies in the cooker

first. They take longer to cook than meat and poultry.

- After veggies, add your meat. Just be sure to always thaw it first.
- Keep the lid on while cooking. Every time you lift it, you add cooking time.
- Refrigerate any leftovers immediately after eating.

Your slow cooker does the work — you take the credit. That's a cooking win. Find some simple and healthy recipes from the American Heart Association at [recipes.heart.org/en/collections/lifestyles/slow-cooker](https://www.heart.org/en/collections/lifestyles/slow-cooker).

First Choice wants YOU!

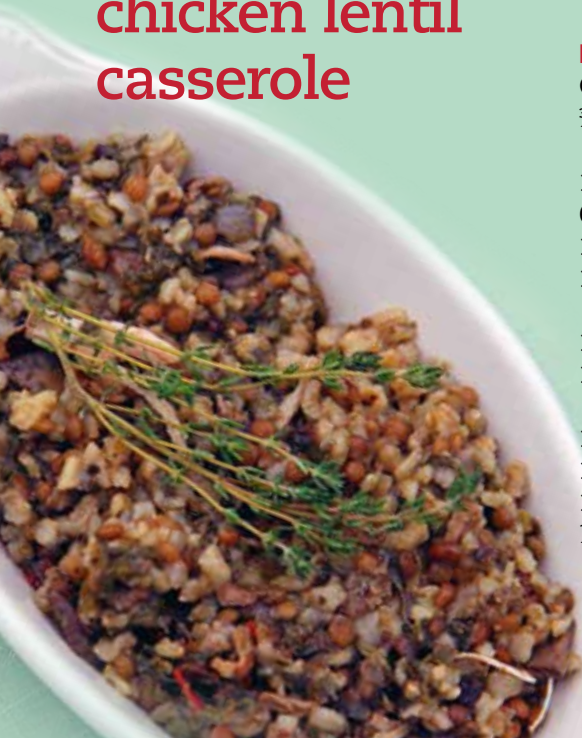
Be part of our Community Advisory Committee (CAC)

What is the CAC? The CAC is a group of community partners and First Choice members. To help make sure we provide the best care for our members, we created the CAC. It's a way to get your voice heard. With your help, we can better understand our members' needs.

What would I do? You would take part in CAC meetings if you join the group. The group meets to share feedback about the plan, better understand the member experience, and give ideas about how to improve our benefits and services. The CAC meets four times a year. It meets twice at the First Choice Community Center in Columbia, South Carolina, and twice at the Select Health office in Charleston, South Carolina.

How can I join? Thank you for considering being a part of the CAC. If you'd like to share your voice on the CAC, please contact Belinda Butler at **1-855-251-2264** or Kim Wilson at **1-855-397-0808**.

Slow-cooker chicken lentil casserole



This casserole is healthy, hearty, and filling. And it's easy to freeze for a quick weeknight meal.

Ingredients

- Cooking oil spray
- ¾ lb. boneless, skinless chicken breast (about 1 large)
- 1 small onion, diced (about 1 cup)
- 6 oz. portobello mushrooms, diced
- 1 lb. frozen spinach, thawed
- 1 C dry lentils, rinsed in cold water to clean
- 1 jar mango chutney (9 oz.)
- 1 TB fresh thyme, minced, plus more for garnish
- 1 quart no- or low-salt chicken stock
- 1 ½ C water
- 1 C brown rice
- ½ tsp black pepper

Directions

Heat a large nonstick or cast-iron pan over high heat for one minute. Spray with oil, heat for 30 more seconds, then add chicken breast. Sauté until both sides are browned but not cooked through all the way, about five minutes.

Place chicken and all ingredients, except for brown rice, into slow cooker. Cook on high for 2 ½ hours or on low for 6 hours.

Add rice and cook on high for 1 ½ more hours.

If chicken breast hasn't fallen apart, use a fork and knife to shred and mix it into casserole.

Garnish with fresh thyme if desired.

Per serving

Serves 10; serving size is 2 cups. Each serving provides: 234 calories, 1 g total fat (0.3 g saturated fat, 0 g trans fat), 20 mg cholesterol, 230 mg sodium, 40 g carbohydrate, 8 g fiber, 11 g sugars, 17 g protein.

How to help a family member in trouble

If a loved one is in trouble, you want to help. But you may not know where to start. Here are some places you can call to guide your loved one to get the help he or she needs.

Mental health problem

Is your family member being treated for a mental health problem? If so, tell him or her to contact a doctor for non-life-threatening situations. Do you think that your loved one is at risk of hurting himself or herself? Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**.

Addiction

The best place to start when talking to someone with a substance abuse problem is to tell him or her to talk with a doctor. Often, people are more likely to listen to a doctor than to friends and family members. Do you think a treatment center could help? You can find one by visiting the Substance Abuse and Mental Health Services Administration (SAMHSA) website at **www.findtreatment.samhsa.gov** or calling the SAMHSA National Helpline at **1-800-662-HELP (4357)**.

Unplanned pregnancy

An unplanned pregnancy can change a person's life. Making a decision about what to do next can be difficult. Ask your loved one to talk to a friend or family member, and make an appointment with a doctor.

Job loss

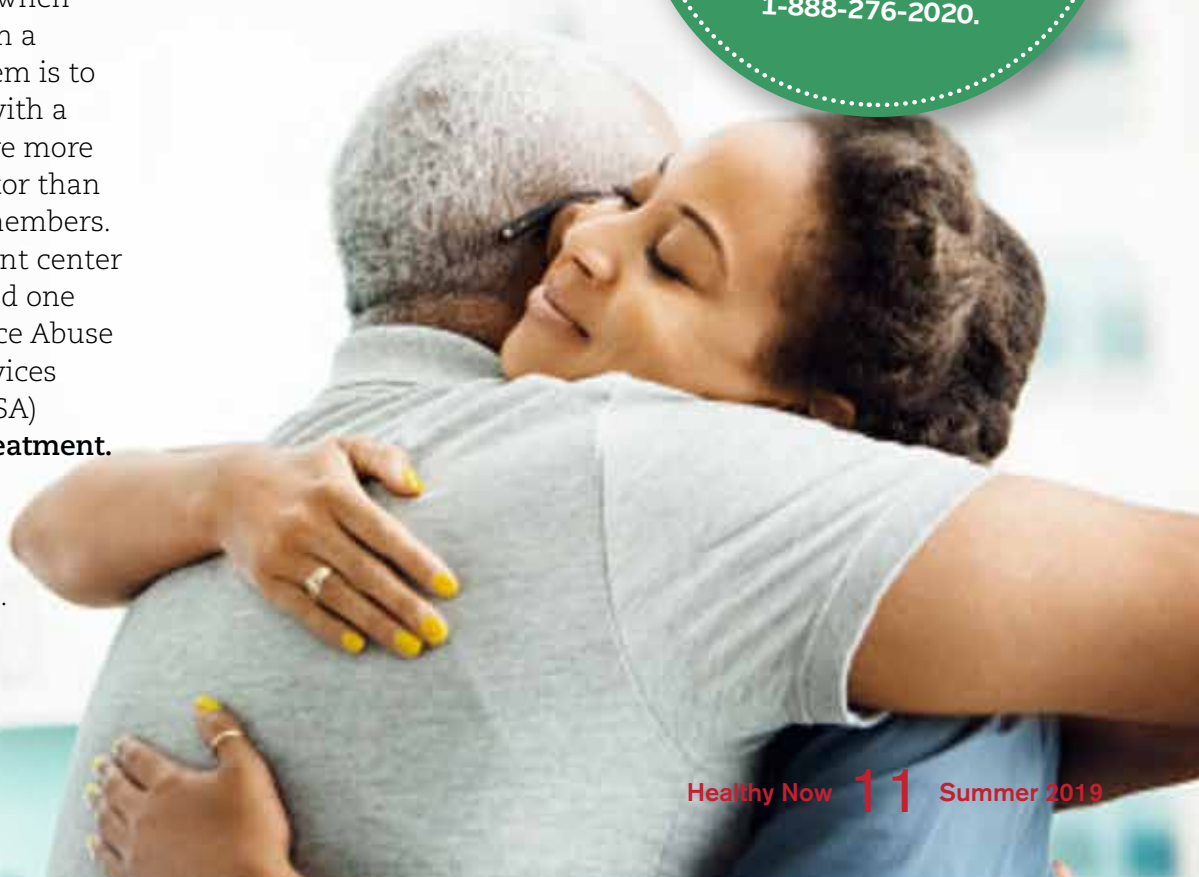
Has someone you know lost his or her job? Tell them to visit **www.usa.gov/unemployment**. It talks about programs such as unemployment insurance, health coverage, disability insurance, workers' compensation, and more.

Homelessness

There is local support for those facing homelessness. Start by visiting the Department of Housing and Urban Development Resource Locator Tool at **www.resources.hud.gov**. The site helps you find places in your area that show people how to find low-cost housing. It also helps homeless individuals and families find housing.

Here to help

First Choice can help you make appointments to treat both physical and behavioral health conditions. We can also help you arrange transportation to get the care you need. Call us at **1-888-276-2020**.



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**.

Prepare your health for potential hurricanes

Being prepared for hurricanes is part of living in South Carolina. This includes being prepared to take care of your health.

The South Carolina Emergency Management Division produces a guide every year to help you with your preparation. Below are some of the guide's medical safety highlights.

- Put your important identification documents and medical records into a digital format.
- Put your name and contact information on your medical equipment in case it gets misplaced.

• Think about additional things you might need:

- Batteries for hearing aids or similar devices.
- Prescription medicines.
- Extra oxygen tanks.
- Electrical backups for medical equipment.
- Special foods, if you need them.

Go to www.scemd.org/stay-informed/publications/hurricane-guide to see the 2019 *South Carolina Hurricane Guide*. The guide's basic disaster supplies kit checklist can be helpful to you as you prepare.

Need an interpreter?

First Choice wants you to get the best care when you need it. Is your primary language not English? We have phone interpreters to help you anywhere, anytime. These interpreters are available for more than 200 languages. You also can use our interpreters when you are at your doctor's office. This is at no cost to you and your doctor. 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 connect you to an interpreter.



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



www.selecthealthofsc.com



@firstchoicebysselecthealth

FirstChoice
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 