

FALL/WINTER
2020-2021

FirstChoice
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 

 **Celebrating
25 YEARS**

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Apply
for a First
Choice Member
Scholarship
See page 2

**Well visits help
keep children
healthy**

**Your health
and COVID-19**

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 First Choice by Select Health

Member scholarship winner plans to make a difference



First Choice by Select Health of South Carolina member Latonya

was recently awarded a First Choice Member Scholarship. “I was overjoyed and knew all of my hard work, sacrifices, and prayers were not in vain,” said Latonya. “I applied for the scholarship because I didn’t know how else I was going to be able to afford to finish college. I had used up most of my Pell grant money and I couldn’t afford to pay for it out of pocket.”

Last summer after her mother passed away on Latonya’s daughter’s seventh birthday, Latonya decided to pursue her goal of going to college. “I was so hurt and didn’t know what to do with my life. But I remembered what my mother always told me. She would say, ‘You are smart and beautiful and can do whatever God has planned as long as you keep Him first and have manners and respect.’ I promised my mother I would finish school no matter what. I promised my daughter I would get my degree before she finishes high school. And I promised myself I would not give up.”

Latonya’s goal is to obtain an associate degree and work in a long-term care facility or a doctor’s office. “I want to have the close personal contacts with my patients to make a difference,” she said. “Love makes this world a better place. If we spread love, it will drown out the hate.”

First Choice Voice

Dreaming of college or a trade school? Check out the First Choice Member Scholarship

If you are hoping to go to college or continue your education, First Choice has a scholarship for selected qualifying members that could help make your dream possible.

Visit our website at www.selecthealthofsc.com/community/member-scholarship for more information. If you have questions, please call **803-254-5601**. Applications are due by March 5, 2021.



We want to get to know you

At First Choice by Select Health of South Carolina, we want to help make sure you get access to the best care. We would like to know more about your cultural background and what language is easiest for you to speak and understand when you are getting primary care. The better we know you, the better we can work to meet your health care needs. To help us serve you and your family, please:

1. Call Member Services at **1-888-276-2020**.
2. Answer 5 questions about your cultural background and language preferences.

If you choose to share this information with us, it will stay private and safe by law. We will use it only to better meet your needs. You can learn more at www.selecthealthofsc.com. Go to the **Members** section, click on **Information for you**, then **FAQ**. Thank you for helping us improve our services!

We have employees who speak Spanish and are ready to help you.

Tenemos empleados que hablan español y que están listos para ayudarle.



Our Quality Improvement program works for you

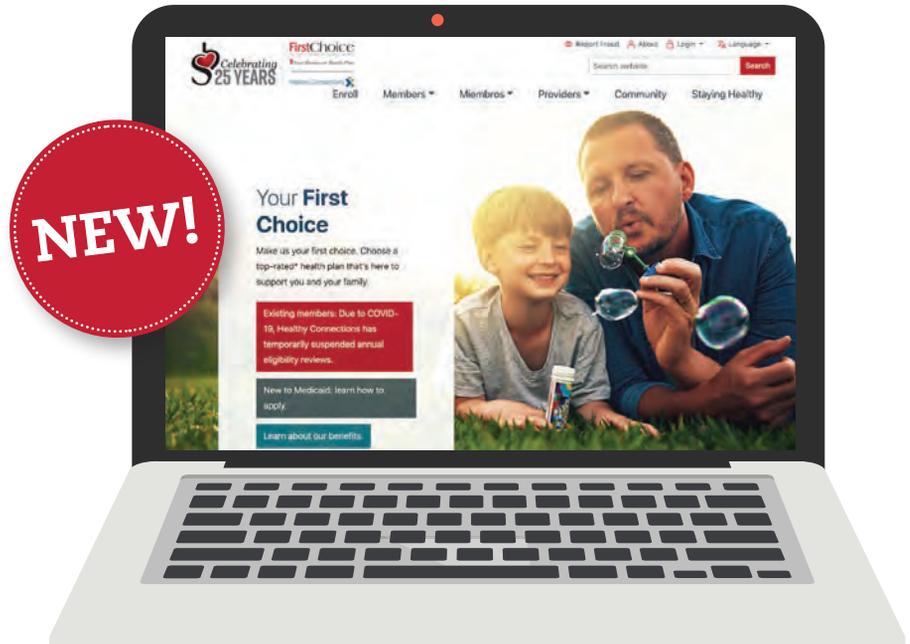
First Choice has a Quality Improvement (QI) program dedicated to excellence in clinical and service areas that we believe are important to you. Each year, the team evaluates our programs and identifies ways we can improve clinical and service areas to support our mission to help people get care, stay well, and build healthy communities. To learn how the QI program supports you behind the scenes, visit www.selecthealthofsc.com or call Member Services toll free at 1-888-276-2020.

Your rights and responsibilities

As a First Choice member, you have many rights and responsibilities. For example, you have the right to be treated with respect. You also have the right to take part in choices about your health care. Visit www.selecthealthofsc.com to see the full list of member rights and responsibilities. Under the **Members** tab, click on **Information for you**. Then select **Member rights and responsibilities**. You can also find it in your Member Handbook. Or call Member Services toll free at 1-888-276-2020.

Your notice of privacy practices

If you would like a copy of the Notice of Privacy Practices, call Member Services at 1-888-276-2020 (TTY 1-888-765-9586), Monday through Friday, 8 a.m. to 9 p.m., Saturday and Sunday, 8 a.m. to 6 p.m. You can also download it at www.selecthealthofsc.com/member/english/info-for-you/privacy-practices.aspx.



Visit our redesigned website

Based on research and feedback from our members and providers, our new design is tailored just to you.

What's changed?

- Easier-to-use menus to help you find what you need faster.
- New design to highlight what is most important.
- Easier access to our social media profiles and mobile app.
- Accessibility updates for our members with special needs and our providers who serve them.
- And more.

Your benefits and services have not changed. Only the look of our website has changed. Visit www.selecthealthofsc.com.

Help us better help YOU!

First Choice sends out a **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey each year to evaluate services important to you. The survey is mailed to a random sample of members. Survey results tell us how you feel about your health care providers, our plan, and the care you receive. It helps us improve our programs to better support our mission to help people get quality care, stay well, and build healthy communities.

We will mail the next CAHPS survey in early 2021. If you get one, please fill it out and mail it back in the prepaid envelope provided. We look forward to hearing from you!

Scores for 2020 are in! The 2020 Child CAHPS Survey received an overall score of 4.5 out of 5 stars. The 2020 Adult CAHPS Survey showed some areas of opportunity receiving 3.5 out of 5 stars.

Keeping your First Choice and Healthy Connections benefits

During the COVID-19 crisis, the annual eligibility review process is suspended until the end of the public health emergency. Healthy Connections will update members before resuming annual reviews. Please call First Choice at 1-888-276-2020 if you have any questions.

Every year you may need to verify your Healthy Connections (Medicaid) eligibility. This process means filling out the Annual Review Form from Healthy Connections and returning it within 30 calendar days from the date on the form. We want to keep YOU as a member!

Be sure to fill out your form completely and call us if you need assistance. We are here for you and want you to continue to receive the additional benefits you enjoy from First Choice. If you have questions or need help with the form:

- Go to the South Carolina Department of Health and Human Services website at www.SCDHHS.gov.
- Call the South Carolina Healthy Connections Member Services Center at 1-888-549-0820.
- Call First Choice Member Services at 1-888-276-2020.

Return the Annual Review Form by email to 8888201204@fax.scdhhs.gov. Or mail it to:
 SCDHHS — Central Mail
 P.O. Box 100101
 Columbia, SC 29202-3101

If you have questions or need a form sent to you, call South Carolina Healthy Connections Member Service Center at 1-888-549-0820 or First Choice Member Services at 1-888-276-2020. Or download the form at www.scdhhs.gov/sites/default/files/WKR002.pdf.



“First Choice has been very instrumental in helping me get the level of care and services needed for my family. I certainly would recommend First Choice for any parents that have children in their home.”
 — Vivian Adams,
parent of a First Choice member

Have you had a good experience with First Choice?
 Spread the word. Tell your friends and family!

If you have used up the limits of covered benefits, you may call Member Services at **1-888-276-2020** for help and information about resources to continue care.



For up-to-date information about COVID-19, visit www.cdc.gov/coronavirus/2019-ncov.

COVID-19:

Another reason to take medicine as prescribed

The Centers for Disease Control and Prevention (CDC) warns that people with certain health conditions have a higher risk of becoming very ill if they get coronavirus (COVID-19). Prescription medicines are used to help manage diabetes, heart disease, asthma, chronic obstructive pulmonary disease (COPD), and other conditions. Taking medicine as directed may help you avoid complications that could put you in the hospital. This includes the severe problems that can be caused by COVID-19. It is important to:

- Talk with your primary care provider (PCP) if you have concerns or questions about any of your medicines or your risk for COVID-19.
- Keep using your maintenance medicine as prescribed. Always talk with your PCP before you change how you take medicine or stop using it.
- Go to any needed follow-up appointments with your PCP. He or she will help monitor your health condition.

You should wear a face mask in public



The CDC recommends wearing a cloth face cover in public places where it is hard to stay at least 6 feet apart from other people (social distancing). This includes places such as pharmacies and grocery stores.

Wearing a cover over your mouth and nose helps protect the people around you. Their masks help to protect you. This is because the virus spreads in respiratory droplets that travel through the air when people talk, yell, cough, or sneeze.

You do not need surgical masks; those are for health care workers. Buy a cloth face cover or make your own with cotton bandanas, T-shirts, or other items you have at home. Learn more at www.cdc.gov/coronavirus. Type "cloth face covering" into the Search box.

Medicine updates

Visit www.selecthealthofsc.com for up-to-date pharmacy information. Our Pharmacy and Therapeutics Committee meets 4 times a year to vote on changes to the preferred drug list, including which medicines to add or remove. The **Members** section of the website includes:

- Preferred drug list changes. Find this in the **Member tools** section.
- New prior authorization criteria and procedures for submitting a prior authorization request. Click on **Benefits**, then **Prescription Benefits**. Then 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.

New! Get certain contraceptive prescriptions filled once every 6 months!

First Choice now covers certain contraceptive (birth control) prescriptions for up to a 6-month supply. This change applies to oral contraceptives, vaginal rings, and transdermal (skin) patches. Your health care provider may write prescriptions for the 6-month supply after you have established stability on a particular contraceptive.



Well-child visits and telehealth during COVID-19

It is important for all children to have their well-child visits, screenings, and vaccines (shots) during the COVID-19 pandemic. To help make sure our Medicaid members have access to this care, Healthy Connections (Medicaid) and First Choice are covering well-child visits and screenings through telehealth during the COVID-19 pandemic. The American Academy of Pediatrics recommends that newborns and children under age 2 receive this care in person.

Well visits for children age 2 and older:

- Should be held according to schedule.
- May be done through telehealth. Check with your child's PCP.
- Done through telehealth should be followed up with an in-person visit and any needed shots as soon as possible.

Vaccines from birth to age 2*

Birth	HepB
1 – 2 months	HepB
2 months	RV, DTaP, Hib, PCV13, IPV
4 months	RV, DTaP, Hib, PCV13, IPV
6 months	HepB (can be given at 6 – 18 months), RV, DTaP, Hib, PCV13, IPV (can be given at 6 – 18 months), influenza (yearly from 6 months on)
12 months	Hib (can be given at 12 – 15 months), PCV13 (12 – 15 months), MMR (12 – 15 months), varicella (12 – 15 months), HepA (first dose at 12 – 23 months)
15 months	DTaP (can be given at 15 – 18 months)

Children younger than age 2 should have their well visits done in person.

Many pediatric offices have made changes to protect patients and families, including:

- Offering well-care visits through telehealth.
- Shifting times for well and sick visits.
- Changing the office design or location depending on the type of visit.
- Allowing curbside visits for certain services.

What is a virtual visit?

Words like *telehealth*, *telemedicine*, and *telemonitoring* refer to the use of video calls to talk with health care providers outside their offices. Thanks to advanced technology, primary care physicians, nurses, pharmacists, and other providers can offer comprehensive, remote services and support to their patients. All you need is a way to see and hear each other, such as a smartphone, computer, or tablet with a camera.

Do you need a smartphone? First Choice is proud to be working with SafeLink Wireless to offer the Lifeline phone program at no cost to you! Find out more at www.selecthealthofsc.com. Type "SafeLink" into the search bar.

Flu shots: Who needs 2?

The Centers for Disease Control and Prevention (CDC) advises children who are ages 6 months to 8 years get 2 doses of the flu vaccine (shot) if they are having it for the first time. The second dose should be given at least 4 weeks after the first one.

Infants and young children are at high risk for serious flu complications. According to the CDC, thousands of young flu patients end up in the hospital each year.

Talk with your child's PCP about the timing and dosing of flu shots. Also ask about the availability of flu shots at local participating pharmacies with no copay for First Choice members who are 12 and older.



Vaccines and the diseases they prevent*

Vaccine	Disease it protects against	Disease symptoms	Complications of the disease
HepB	Hepatitis B	Fever, headache, weakness, vomiting, yellowish skin and eyes (jaundice), joint pain, or no symptoms at all	Liver infection, liver failure, liver cancer
RV	Rotavirus	Fever, diarrhea, vomiting	Severe diarrhea, dehydration
DTaP	Diphtheria, tetanus, and pertussis (whooping cough)	Diphtheria: fever, weakness, sore throat, swollen glands in the neck Tetanus: stiffness in the neck and abdominal muscles, difficulty swallowing, muscle spasms, fever Pertussis: severe cough, runny nose, breathing problems in infants	Diphtheria: swelling of the heart, heart failure, coma, paralysis, death Tetanus: broken bones, breathing problems, death Pertussis: pneumonia (lung infection), death
Hib	<i>Haemophilus influenzae</i> type B	No symptoms	Meningitis (infection of the membranes around the brain and spinal cord), epiglottitis (infection that can block the windpipe and affect breathing), intellectual disability, pneumonia, death
PCV13	Pneumococcus	Pneumonia or no symptoms	Bacteremia (infection of the blood), meningitis, death
IPV	Polio	Sore throat, fever, nausea, headache, or no symptoms	Paralysis, death
Influenza	Influenza (flu)	Fever, muscle pain, sore throat, cough, fatigue	Pneumonia
MMR	Measles, mumps, and rubella	Measles: rash, fever, cough, runny nose, pinkeye Mumps: swollen salivary glands, fever, headache, fatigue, muscle pain Rubella: rash, fever, swollen lymph nodes	Measles: encephalitis (swelling of the brain), pneumonia, death Mumps: meningitis, encephalitis, inflammation of the testicles or ovaries, hearing loss Rubella: Pregnant women may experience miscarriage, stillbirth, premature delivery, birth defects
Varicella	Chickenpox	Rash, fatigue, headache, fever	Blisters that become infected, bleeding disorders, encephalitis, pneumonia
HepA	Hepatitis A	Fever, stomach pain, appetite loss, fatigue, vomiting, jaundice, dark urine, or no symptoms at all	Liver failure, joint pain, and disorders of the kidney, pancreas, or blood

* "2020 Recommended Vaccinations for Infants and Children (Birth through 6 Years) Parent-Friendly Version," Centers for Disease Control and Prevention. www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html.

Tips for raising resilient kids

Being a kid can be tough. From peer pressure to dealing with a pandemic, children also feel the ups and downs of daily life. You can help your children build resilience. This ability to cope with and recover from stress and tough times will help them now and as they become adults.

The American Academy of Pediatrics explains that resilience is made up of these 7 factors:

1. **Competence** — the feeling of knowing you can handle a situation.
2. **Confidence** — the belief in your own abilities.
3. **Character** — the development of a solid set of morals and values.
4. **Coping** — the ability to handle stress well.
5. **Contribution** — knowing the world is a better place because you are in it.
6. **Control** — being aware that you decide the outcomes of your choices.
7. **Connection** — the sense of security from close ties to family and community.

The U.S. Department of Health and Human Services suggests taking an active role in helping your child develop resilience.

Try these steps:

- **Do not try to fix all their problems.** Instead, listen to how they would handle them. If needed, ask questions that help guide them to a solution.
- **Be a role model.** Avoid “why me” words and actions when you face a challenge. Instead, let them see you work the question of “What can I do to deal with this effectively?”

- **Help your child set realistic goals in school, sports, and life in general.** Teach children to work toward goals a step at a time.
- **Highlight your child's strengths.** Comment often on what your child does well to help build his or her confidence. Point it out when children show kindness, integrity, and persistence.
- **Build connections.** Take time to eat and talk together as a family. Encourage your child to make good friends. Strong, loving relationships are a source of support in times of trouble.

Pandemics can be stressful

The COVID-19 pandemic may be stressful for people. Fear and anxiety about a new disease and what could happen can be overwhelming and cause strong emotions in adults, teens, and children. The CDC recommends calling your health care provider if anxiety and stress get in the way of daily activities for several days in a row. If there are strong thoughts of wanting to hurt yourself or others, get immediate help:

- Call **911**.
- Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**.



Well-woman exams, screenings can help prevent disease

Take steps to help keep heart disease, stroke, and cancer from sneaking up on you. Start by seeing your health care provider for a well-woman checkup 1 time a year. At the visit, your provider may suggest health screenings, such as those listed below. These tests can help spot problems before they become life-threatening.

BLOOD PRESSURE

The American Heart Association (AHA) reports that about 50% of all American adults have high blood pressure (hypertension). Getting your blood pressure checked and changing your lifestyle or using medicine, if needed, can reduce your risk for stroke and heart disease.



CHOLESTEROL

This blood test measures levels of HDL, or “good,” cholesterol and LDL, or “bad,” cholesterol, and triglycerides. These fats in your blood can affect

your risk for heart disease and stroke. The AHA recommends having your cholesterol checked every 4 to 6 years starting at age 20.

MAMMOGRAM

This breast X-ray can help find cancer in its early, most treatable stages. The American Cancer Society says that screening mammograms should be an option starting at age 40, and all women should be getting them 1 time a year from ages 45 to 54. Talk with your provider about your risk for breast cancer and when to have a mammogram.

PAP TEST

This test, as part of a pelvic exam, takes a sample of cells from the cervix to check for cervical cancer. The U.S. Preventive Services Task Force advises women ages 21 to 29 to have a Pap test every 3 years. From ages 30 to 65, you may be tested every 3 to 5 years.



Easy ways to cut 100 calories



Losing weight is not easy. But small steps can help. Cutting just 100 calories a day could help you could lose 10 pounds a year. Double your efforts and you could lose 20. Here are some ideas to help you get started. Not all tips equal 100 calories exactly. Pick a couple each day and you may be well on your way!

FOR SNACKS:



- Dip raw vegetables instead of tortilla chips into salsa.



- Have a handful of dry-roasted nuts, not oil-roasted nuts.



- Eat air-popped popcorn instead of caramel-coated popcorn.

AT MEALS:



- Use mustard instead of mayonnaise on your sandwich.



- Put low-fat or nonfat salad dressing instead of regular on your salad.



- Order vegetable-based broth soup instead of cream- or meat-based soup.



- Choose red sauce instead of cream-based sauce on pasta.



- Eat steamed fresh broccoli instead of broccoli in cheese sauce.



- Choose grilled chicken instead of breaded and fried.



CONFETTI BEAN SALSA

Ingredients

- 1 can reduced-sodium red or black beans
- 1 large tomato
- 1 large sweet onion
- 1 ½ cup fresh or frozen corn
- 1 teaspoon ground cumin
- 2 tablespoons olive oil
- 1 tablespoon lime juice (fresh or bottle)

Instructions

Drain and rinse beans. Chop tomato and onion. Combine beans, tomato, onion, corn, cumin, olive oil, and lime juice in bowl. Mix well. Serve with tacos or tortilla chips.

Nutrition facts

Makes 8 servings. Each serving of salsa has about 138 calories, 22 g carbohydrate, 4 g fat, 6 g protein, 131 mg sodium, 5 g fiber.

Source: Brooke A. Brittain, M.S., R.D., L.D., C.H.E.S., C.L.C., SNAP-Ed Program coordinator, S.C. Department of Health and Environmental Control.



Watch the Confetti Bean Salsa and other fun cooking demos on our YouTube channel. We have exercise videos, too!
www.youtube.com/firstchoicebyselecthealth

Your ID cards

Your First Choice ID card is very important.

Always carry it with you. You must show your First Choice ID card and your Healthy Connections ID card when you get services from health care providers, hospitals, pharmacies, and other First Choice providers. If you did not get a card or if it has been lost, please call Member Services toll free at **1-888-276-2020**. We will mail a new card to you.

Did you know about our app?

Do you need access to your First Choice ID card right away? **The First Choice by Select Health (FCSH) mobile app has an electronic ID card feature!** You can see an electronic version of your ID card, and fax

it from your phone to your provider. You can also find a provider or pharmacy near you. Other ways the app helps you stay connected:

- One-touch calling and directions powered by Google™.
- Access to the member handbook.
- Send a message to First Choice Member Services.
- Access to the online preferred drug list.
- And more!

Visit the Google Play or Apple App® Store and search for **FCSH Mobile** or **First Choice by Select Health**.

Standard messaging and data fees may apply.

FirstChoice <small>by Select Health of South Carolina</small> Your Hometown Health Plan	Member Name
Healthy Connections 	Healthy Connections ID 1239873200
	Sex M DOB 12/30/95
	Effective 11/01/12
Member's preferred language	English
Primary care provider (PCP)	ABC Pediatrics
PCP Phone 843.555.1234	PCP ID 12345678
RxBIN 600428	RxPCN 02180000

SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES	
Healthy Connections	
MEDICAID	
SUBSCRIBER NAME	
DOB XX-XX-XXXX	
Medicaid Member Number:	123456789

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

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



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**.

www.selecthealthofsc.com

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How the A1c test can help you manage diabetes

An **A1c test** is a simple blood test that measures your average blood sugar levels over the past 3 months. It is 1 of the tests used to diagnose and manage diabetes (high blood sugar).

The Centers for Disease Control and Prevention (CDC) warns that higher A1c levels are linked to diabetes complications such as eye problems like diabetic retinopathy. This disease is caused by damage to the blood vessels in the back of the eye (retina). If not found and treated early, your eyesight can get worse over time and lead to vision loss. Not everyone will have symptoms. This makes it

very important to have regular eye exams. You should also take the steps below to help avoid diabetes complications.

Take steps to help lower your A1c. This includes staying at a healthy weight, getting regular physical activity, and eating a healthy diet. Try these tips from the CDC to improve your eating habits:

- Do not skip meals. Eat at set times.
- Choose foods lower in calories, saturated fat, trans fat, sugar, and salt.



- Drink water instead of juice or soda. Limit alcohol.

Also be sure to control your portions. One way is to use the CDC's

plate method: First, fill half of your 9-inch plate with nonstarchy vegetables. Next, fill half of the remaining space with lean protein. Finish up by using the rest of your plate for a grain or starchy food.

Be sure to keep track of your blood sugar level. Write notes about your food, drink, and physical activity. This may help you see what makes it go up or down.



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



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