

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

Healthy Connections 

# Healthy NOW

SUMMER 2021

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

**Support for  
new moms**

Learn about  
new benefits  
for adults!  
See page 2

**Help your teen  
stay healthy**



@firstchoicebyselecthealth



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First Choice by Select Health

## NEW benefits starting July 1, 2021:



- **Adult vision care**, including eye exams and glasses every 2 years.



- **Home-delivered meals** to new moms who are enrolled in our Bright Start® program.
  - Total of 14 meals arrive in 1 shipment.
  - Applies to qualifying moms who deliver a baby on or after July 1, 2021.

Visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com) for details and conditions.

## Keeping your First Choice and Healthy Connections benefits

The annual eligibility review process is suspended until the end of the COVID-19 public health emergency. Healthy Connections will update members before resuming annual reviews. Please call First Choice by Select Health of South Carolina at 1-888-276-2020 if you have questions.

When it is time to renew your eligibility for Medicaid coverage, you will get a packet from Healthy Connections, the South Carolina Medicaid program. This packet includes your Annual Review Form.

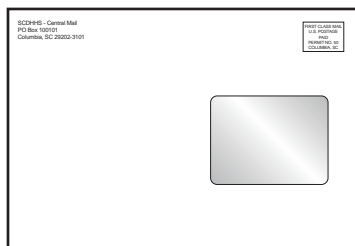
We want to keep YOU as a member! We want you to continue getting the extra benefits you enjoy from First Choice. Once you have this form, do not wait. Fill the form out completely. Then, return it within 30 calendar days from the date on the form. If you have questions or need help with the form:

- Go to the South Carolina Department of Health and Human Services website at [www.scdhhs.gov](http://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 by email to [8888201204@fax.scdhhs.gov](mailto:8888201204@fax.scdhhs.gov). Or mail it to: SCDHHS — Central Mail, P.O. Box 100101, Columbia, SC 29202-3101

Have questions? Need a replacement Annual Review Form? We are here for you. Call us at **1-888-276-2020 (TTY 1-888-765-9586)**. Or you can download the form at [www.scdhhs.gov/sites/default/files/WKR002.pdf](http://www.scdhhs.gov/sites/default/files/WKR002.pdf).



## Non-emergency medical transportation provider Logisticare is now ModivCare

Logisticare has changed its name to ModivCare. The phone numbers, processes, and ways First Choice and Healthy Connections Medicaid members, facilities, and transportation providers contact ModivCare did not change.

You may be able to get rides to provider visits, dialysis, X-rays, lab work, pharmacy visits, or for other medical and behavioral health visits. For non-emergency transportation, call the ModivCare number in your region for a ride at least 3 days before your appointment.

- Region 1: **1-866-910-7688**.
- Region 2: **1-866-445-6860**.
- Region 3: **1-866-445-9954**.

Urgent trips may be accepted with less than 3 days' notice, or you can be reimbursed for mileage. Call the reservation line in your region to learn more about the mileage reimbursement benefit. Visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com) and click on **Members**, then **Getting Care**, then **Using Your PCP**, or call Member Services to get help determining your region. **In case of emergency, call 911.**



# Learn more about your benefits and services

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

The First Choice website described below, [www.selecthealthofsc.com](http://www.selecthealthofsc.com), is home to important resources and information about your health benefits and services.

**The member portal.** Here you can see your medical and drug benefits, and health information. You have access to recent medical care history while you have been a First Choice member. You can also:

- Request a new ID card.
- Change your primary care provider (PCP).
- See a list of your medicines.
- Enroll in a care management program.

To register, go to the **Members** section under **Member tools**. Click on **Member Portal** and enter your personal information.

**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.
- When to access emergency services and how quickly you should be seen in 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 become available.
- Other benefits and services to help you be successful in your health decisions.

**Network hospitals, doctors, and behavioral health providers.** Using the online provider directory, you can search for a First Choice health care provider, behavioral health provider, or hospital by name, ZIP code, or county. You can see their specialty, languages spoken, gender, office hours, and wheelchair accessibility.

**Copayment amounts for adults.** See the Copayment Reference Guide.

**Medicine updates.** You can find preferred drug list updates (under **Member Tools**), information and limits about pharmacy benefits (under **Benefits**, then **Prescription Benefits**), and drug recall information (under **Information for You**).

**Member Rights and Responsibilities and the Notice of Privacy Practices.** It is important for you to know what your health care rights are and what information you can control.

**Instructions for how to report fraud or make a complaint.**

You can find out about Medicaid State Fair Hearings and learn how to:

- Report suspected fraud or abuse.
- Make grievances (complaints).
- Ask for an appeal if a service you feel you need is denied.

**Frequently asked questions and urgent notices.** You can find out about many things like what to do if you get a bill, the policy on prior approvals, whom to call if you have trouble getting medicine filled, and how to change your PCP. Remember to check our website for notices of any temporary benefit changes related to public health emergencies, such as the COVID-19 pandemic, or extreme weather, such as hurricanes.

Call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**) if you want a Provider Directory, Member Handbook, list of Member Rights and Responsibilities, or other information sent to you by mail.

# Pregnant women and new moms should have depression screenings

**Many women experience perinatal depression.** This term refers to a wide range of mood disorders that can affect women during and after pregnancy. Yet a lot of them do not seek help for it. That is why the U.S. Preventive Services Task Force advises screenings for pregnant women and new moms. To screen you for depression, your health care provider will ask you a series of questions. Be sure to give honest answers so that you can get the help you need.

If you are diagnosed with depression, your provider will work with you to make a treatment plan. It may include talk therapy and prescription medicines. However, the Office on Women's Health (OWH) notes that some drugs may not be safe for your baby while you are pregnant or breastfeeding.

**The OWH says to call your provider if you have any of these symptoms for more than 2 weeks:**

- Sadness or anxiety.
- Crying spells.
- Sleeping too much or too little.
- Eating less or more than usual.
- Feeling hopeless.
- Low energy.
- Thoughts of hurting yourself or the baby.



**“To have experiences like this even during the COVID-19 crisis is a special blessing to me. I got to meet the people involved in my care team, and I got some good information. The staff went above and beyond to make sure this was the best experience. It was very impressive how they put it together.”**

**— Susan Temples, First Choice member who recently participated in a First Choice community baby shower**

# First Choice supports maternity care in many ways



**BRIGHT**START®

**First Choice helps moms-to-be make healthy choices for themselves and their unborn baby through the Bright Start® program.**

Early and complete health care before your child's birth is the key to having a healthy baby. Bright Start is available at no cost for all pregnant members. For more information or to enroll, call **1-888-276-2020**. Or log in to the member portal and go to **Enroll in a Special Program** to get started.

We also offer:

- Regional baby showers with car seats, diaper bags, and more for qualifying members. (While supplies last.)
- NEW! Home-delivered meals to new moms who are enrolled in our Bright Start program. Conditions apply, see page 2 for details.
- Keys to Your Care® texting program for expectant moms. Provides appointment reminders, education, and resources. Text **FCMOM** to **85886** to join the Keys to Your Care program. (Standard messaging and data fees may apply.)
- Books for children up to age 5, available at participating provider offices. (While supplies last.)
- Rewards, like gift cards, for completing qualifying healthy behaviors.

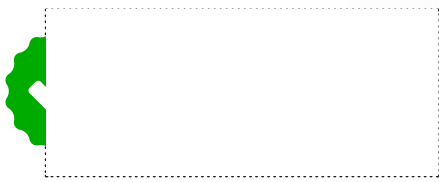
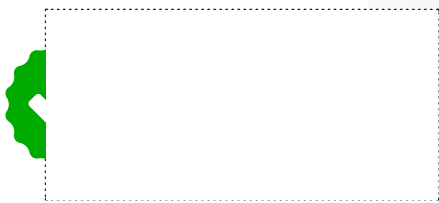


# Face masks do's and don'ts

When used the right way, a face mask can help prevent the spread of the coronavirus, says the Centers for Disease Control and Prevention (CDC). Visit [www.cdc.gov](http://www.cdc.gov) to see who the CDC says should wear a mask and when. You should also know that requirements can vary by business, city, and state. The CDC offers this advice for using masks:



**DO WASH YOUR HANDS** before putting on a fresh mask.



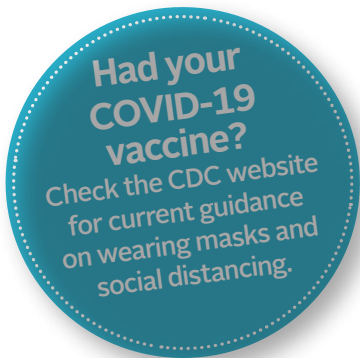
**DO NOT PICK MASKS** that make it harder for you to see or breathe.



**DO NOT TOUCH** your eyes, nose, or mouth after touching your mask. Wash your hands first.



For more tips on getting the most protections from your face masks, visit [www.cdc.gov/coronavirus/2019-ncov/your-health/effective-masks.html](http://www.cdc.gov/coronavirus/2019-ncov/your-health/effective-masks.html).



## Help young kids stay safe!

The CDC says adults should help children younger than age 6 when they use hand sanitizer. Store yours where they can't see or reach it. Avoid products with bright colors and yummy smells. Even small amounts of hand sanitizer can injure eyes and cause alcohol poisoning when a child swallows it. Stay alert near automatic dispensers, which are often eye level for young children. If your child swallows any amount, call the Poison Help Line at **1-800-222-1222**.



# Protect your kidneys by managing diabetes

**Your kidneys help keep you healthy by taking harmful waste products out of your blood.** If

you have diabetes, the American Diabetes Association (ADA) warns that you have a higher risk for kidney problems.

Why? High blood sugar levels cause the kidneys to work harder, says the ADA. As they wear down, protein begins to leak into the urine. The body then starts to retain some wastes, and blood pressure increases. While there are often no signs of early kidney

disease, the National Kidney Foundation (NKF) says you may have:

- Weight gain.
- Ankle swelling.
- The need to use the bathroom more often.

The ADA points out that kidney disease can lead to kidney failure over time. But if you catch kidney disease early, the ADA says you may be able to keep it from getting worse. A blood test or urine test can check for early signs of kidney damage, says the NKF. Talk with

your provider about how to screen for and prevent kidney disease.

Your benefits include diabetes prevention and management programs and services. To learn more about the In Control diabetes management program, visit [www.selecthealthofsc.com](http://www.selecthealthofsc.com) and type

**In Control** in the search bar. For help with your diabetes, call **1-888-276-2020 (TTY 1-888-765-9586)**. Select the options for Rapid Response/Care Management to speak with a Care Manager.



**Have you had your medical eye exam (with dilation)?**

People with diabetes should have this exam once a year, says the National Institutes of Health. Diabetes adds to your chance of developing an eye problem, including blindness.

## What happens when you do not drink enough water?

While it may not be top of mind, water is a key part of your diet. For example, the American Heart Association (AHA) says getting enough water helps the heart pump blood with less effort. And the Centers for Disease Control and Prevention notes that you may have a higher risk for kidney stones if you do not get enough water.

Most adults should aim for 8 to 12 cups of water each day, says the Department of Veterans Affairs. You may need more water if you exercise, it is warm outside, or you have diabetes or heart disease, says the AHA. Talk with your health care provider about how much water you should drink.



# Is your teen abusing drugs or alcohol?

Teens with a drug use problem may have trouble with school and relationships, says the National Institute on Drug Abuse (NIDA). They may also have mood swings with irritability, anger, and changes in sleep patterns.

The NIDA also warns that changes in behavior, grades, how they dress, or friends may suggest the start of alcohol or drug abuse. Listen to teachers and your teen's friends.

## Address the situation

Do not make excuses or enable the drug use. On the other hand, it is important not to panic at the first sign of alcohol and drug use. This may increase the divide between you and your teen.

The NIDA says to talk with your teen and listen to their opinions. Do not let your feelings get in the way. Set limits and stress that with adulthood comes the responsibility of health, safety, and

appropriate behavior. For example, if your teen has a driver's license, do not let them drive if you suspect substance abuse.

Talk with your child's health care provider about an evaluation and maybe doing a drug screen.

## Other ways to help

To help your teen kick a drug habit, or avoid it in the first place:

- **Seek help right away.** Drug and alcohol abuse is a health problem. You can quickly begin family counseling to find out if there are any underlying problems. Your child's provider may be able to refer you to a counselor.
- **Reward the positive.** If your teen is not using drugs or alcohol, provide encouragement and positive reinforcement. Show your teen that you respect their good judgment. For example, reward them with more privileges and responsibility.

Problems with drugs and alcohol (substance use disorders) often go with depression and other mental health issues, reports the National Institute of Mental Health. If your child is being treated for a mental illness, be sure to follow up with your behavioral health providers as recommended.





# Your preteen or teen still needs routine vaccines

**Due to the current COVID-19 pandemic, it is even more important that you take care of your child's health.** This includes making sure preteens and teens get their routine immunizations (shots). All preteens and teens should get a seasonal flu shot, according to the Centers for Disease Control and Prevention (CDC). For a shot against serious diseases, the CDC says they also need these 3 vaccines:

## 1. Meningococcal

**Protects against:** Meningococcal disease, a serious illness that can lead to blood infections and meningitis, an infection of the lining of the brain and spinal cord.

**Who needs it:** All 11- to 12-year-olds should get a MenACWY vaccine. It protects preteens and teens against the 4 types of bacteria (A, C, W, and Y) that cause most meningococcal disease. If your teen is age 13, 14, or 15 and has not received the vaccine,

it is not too late. At age 16, all teens need a booster MenACWY, including those who got their first vaccine between ages 13 and 15.

## 2. HPV

**Protects against:** Human papillomavirus (HPV), which is spread through skin-to-skin contact. Every year, about 14 million people, including teens, are infected with HPV, which can lead to cancer. An HPV-related cancer strikes roughly 36,000 U.S. adults each year. According to the CDC, the HPV vaccine can prevent most of them.

**Who needs it:** All 11- to 12-year-olds need 2 HPV vaccine doses at least 5 months apart. Teens who do not get their first shot until age 15 or older need 3 HPV doses. Shots can be given as early as age 9. It is best to get vaccinated before being exposed to the virus.

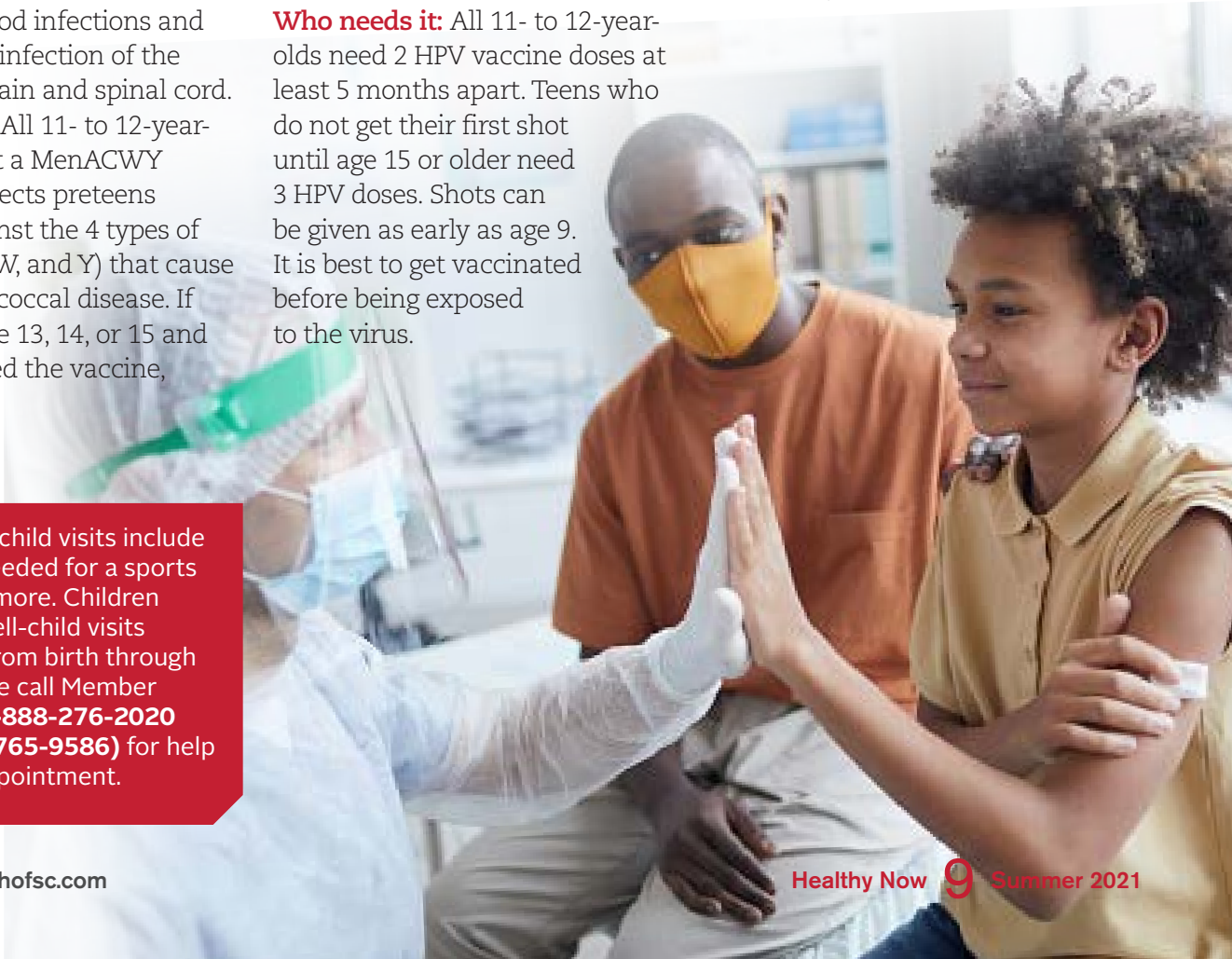
## 3. Tdap

**Protects against:** 3 serious diseases — tetanus, diphtheria, and whooping cough (pertussis).

**Who needs it:** Between ages 11 and 12, preteens need a single Tdap dose. After that, they will need a Td or Tdap booster shot every 10 years.

Your teen can get shots during an annual well visit. Or you can make an appointment for an immunization update. For teen and preteen vaccine schedules you can print out, go to [www.cdc.gov/vaccines/schedules](http://www.cdc.gov/vaccines/schedules).

No-cost well-child visits include everything needed for a sports physical and more. Children should get well-child visits once a year from birth through age 21. Please call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)** for help making an appointment.



# When your child needs daily medicine

**Helping children keep up with medicines prescribed for health conditions, such as diabetes or asthma, can cause families stress.**

To help everyone cope, keep this advice in mind:

**Make sure you and your child understand** why the medicines are needed, what their side effects might be, and what to do if a dose is missed. Share this information with others who spend time with your child.

**Talk with children** about how the medicine helps them, says the American Academy of Family Physicians. Listen when they share their problems. Your child may feel embarrassed or different from peers. Seek solutions together. The American Academy of Pediatrics (AAP) says your child's provider, a counselor, or a peer support group may also offer help.

**Use positive reinforcement,** such as praise, stickers, and rewards charts, says the AAP. For teens, the Epilepsy Foundation says things like the desire to drive can motivate them to take their

medicine. Remind them that a positive report from their health care provider may be needed to get their license. That includes taking medicine as prescribed.

**Empower your child.** Use role-playing to prepare children for questions they may get from peers, says the American Psychological Association. Ask your child, "If friends wonder why you take medicine, what will you say?" Talk about and practice appropriate answers. Put teens in charge of managing their medicine bit by bit, says the AAP. But keep supporting healthy behaviors.

**Prepare for school.** Before your child goes back, explain their medical needs to key people at school. Make sure you understand your school's medicine policies. Is taking medicine at school a concern? The AAP suggests working with the provider to see if there is a safe routine that allows your child to take it at home.

## Does your child use rescue medicine?

School staff should have access to your child's medicine and know how to give it to your child. The AAP says children should not carry their own medicine at school, unless their provider and school agree it is needed for quick access to emergency medicine.

If your child needs to keep medicine on file with the school nurse, First Choice will cover the cost of those items. This includes albuterol inhalers, EpiPens, and supplies for diabetes, such as insulin. Limitations apply. Call Member Services for more information.

### Learn about our Care Management programs

for asthma, diabetes,  
and other conditions at

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

Click on **Members**, then **Staying Healthy**, then **Care Management** under **Programs and Services**.

# Is your family ready for a natural disaster?

**Preparing for an emergency can mean the difference between coping with disaster and falling victim to it.** Make a family plan so that you will all know exactly what to do during a fire, flood, tornado, hurricane, earthquake, or other event. Know where to go, what to take, and how to contact one another.

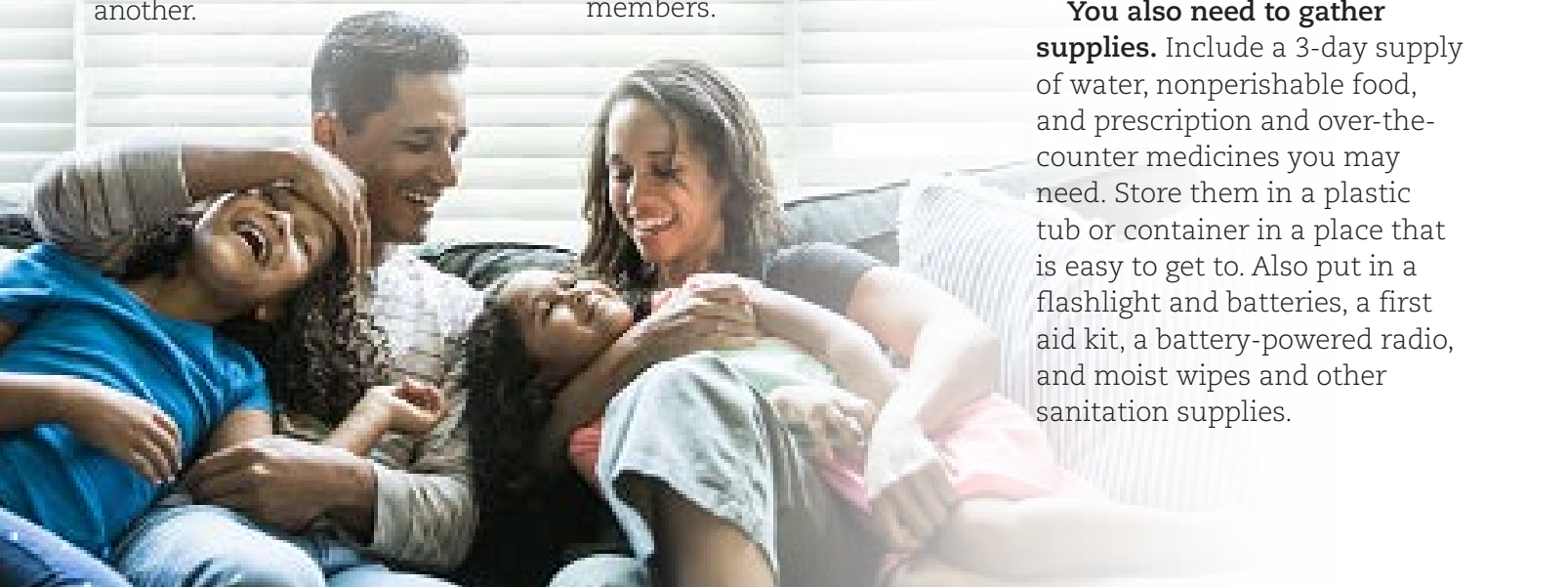
## Your plan should include:

- An evacuation route to an emergency shelter.
- Meeting places both right outside your home and out of the neighborhood.
- Contact information for an out-of-town friend who can help reunite separated family members.

- Steps to provide care for older adults or those with special needs.
- Pet care.

Also become familiar with emergency plans at work, school, and other places your family spends time.

**You also need to gather supplies.** Include a 3-day supply of water, nonperishable food, and prescription and over-the-counter medicines you may need. Store them in a plastic tub or container in a place that is easy to get to. Also put in a flashlight and batteries, a first aid kit, a battery-powered radio, and moist wipes and other sanitation supplies.



## Need an interpreter?

If your primary language is not English, First Choice has phone interpreters to help you with health care services anywhere, anytime. These interpreters are available for more than 200 languages. You can also use our interpreters when you are at your provider's office. This is offered at no cost to you or your provider. Call Member Services at **1-888-276-2020**. You can also call the First Choice Nurse Call Line at **1-800-304-5436** for health advice, 24 hours a day. They can also connect you to an interpreter.

**Spanish:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **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**).

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**).

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Does your  
child take  
medicine  
every day?  
See page 10

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LONG PRAIRIE, MN

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

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## Peanut butter banana oatmeal smoothie

### Ingredients

2 ripe bananas  
1 cup skim milk  
1 cup nonfat vanilla Greek yogurt  
1 cup oats  
¼ cup natural peanut butter  
1 teaspoon cinnamon  
2 or 3 large scoops ice

### Nutrition facts

Makes 4 servings. Each serving has about 294 calories, 42.2 g carbohydrates, 10.9 g protein, 10.9 g fat (2.4 g saturated fat), 3 mg cholesterol, 141 mg sodium, and 5.6 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.

### Directions

Place all ingredients in a high-speed blender and puree until smooth. For a thicker smoothie, add more ice.

Watch demos of this and other recipes on our First Choice by Select Health YouTube channel!  
[www.youtube.com/firstchoicebyselecthealth](http://www.youtube.com/firstchoicebyselecthealth)



First Choice Member Services  
P.O. Box 40849  
Charleston, SC 29423



Member Services:  
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TTY for the hearing impaired:  
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