



MESSAGE FROM THE MARKET PRESIDENT

Celebrating our 25th anniversary

This year marks an important milestone for our company. It is the 55th anniversary of Medicare and Medicaid in the U.S. and the 25th anniversary of Medicaid managed care in our state. In 1995, South Carolina began its Medicaid managed care program, and Select Health of South Carolina

became the first Medicaid managed care organization in our state.

Our founders saw and filled a crucial need to help people get care, stay well, and build healthy communities. That pioneering spirit, combined with our track record of service, is a source of tremendous pride. And it would not be possible without all of you — our more than 40,000 providers across the state — working to help our First ChoiceSM plan members and the extended communities we serve across South Carolina. You are a critical component in our ability to improve the overall health and wellness of individuals, families, and communities in all 46 counties.

We would like to share with you in this edition of *Select News*:

- Our recent Provider Satisfaction Survey results.
- A lookback on 2019.
- Our goals for 2020 and moving forward.
- Self-care resources for providers during this stressful time.

For the last 25 years, it's been our privilege to offer the First Choice Medicaid health plan. Thank you for being important partners. Together, we will continue working to remove barriers to health care and improve access, delivery, and quality of care to those in our state who are most in need.

Thank you,

Courtney Thompson
Market President, Select Health of South Carolina



New ways to sign and submit SC Healthy Connections Medicaid applications and documents

Applicants and beneficiaries are now able to submit documents electronically to SCDHHS using the email address **8888201204@fax.scdhhs.gov**. In addition, applicants or a person authorized by SCDHHS policy to apply on behalf of an individual, may "sign" an application by typing their name on the signature line and completing the "Is someone helping you fill out this application?" section of the form. For more information about Medicaid eligibility updates during the COVID-19 pandemic, please visit the FAQ section of SCDHHS' COVID-19: **<https://msp.scdhhs.gov/covid19/faq-resources>**.

The results are in!

We recently received the results from our 2019 Provider Satisfaction Survey, and we are pleased to share them with you. SPH Analytics, a National Committee for Quality Assurance (NCQA) certified survey vendor, was chosen to conduct the survey. In the survey, providers were asked to rate Select Health in comparison to all other Medicaid health plans in South Carolina, so we can understand your satisfaction with our plan as well as identify our strengths and opportunities for improvement.

The results show that provider satisfaction with Select Health remains strong compared to satisfaction with other health plans. Select Health was rated higher than the average of all other Medicaid plans for all measures. Over nine in 10 providers recommend Select Health to patients and other provider practices, and over eight in 10 providers believe the provider network has an adequate number of specialists.

**OVER
9/10
PROVIDERS
RECOMMEND
SELECT
HEALTH**

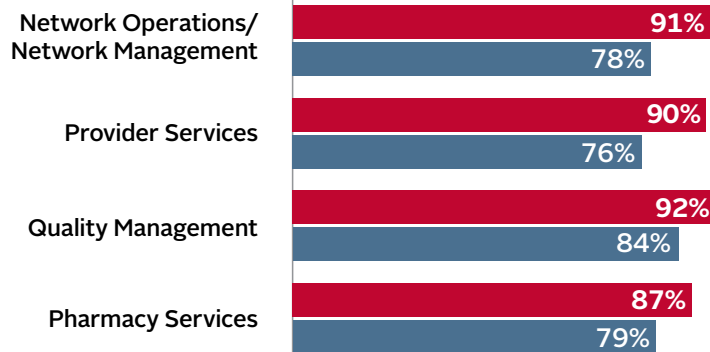
In addition, we saw gains in every measure, including loyalty scores. We were also able to identify areas for improvement, and we are focusing on these areas to better serve you. We are extremely thankful for our provider partnerships, and we want to thank you for taking the time to complete this survey so that we can work together to serve First Choice members across the state.

Overall Satisfaction With Health Plan

2018	2019	2018	2019
27%	38% Excellent	8%	13% Excellent
36%	35% Very Good	24%	21% Very Good
30%	23% Good	51%	49% Good
93%	96%	83%	84%
First Choice by Select Health		All other Medicaid plans	

Composite Summary 2019 Results

■ First Choice by Select Health
■ All other South Carolina Medicaid plans



2020 goals

For 2020, we remain committed to our mission of helping people get care, stay well, and build healthy communities, and to our vision to be a national leader in empowering those in need — especially the poor and the disabled, across their full life journey, from wellness to resilience, in order to achieve their American Dream.

We are extremely focused on the importance of quality as well as being proactive in caring for our plan members. We will continue to focus on closing care gaps, so that members are getting the screenings needed to stay well. Preventive care has been and will continue to be a priority.

Another top priority is identifying social determinants of health affecting First Choice plan members and providing resources and support to help overcome these barriers to care and quality of life.

An ongoing initiative in 2020 is health value optimization, as we aim to ensure high quality, cost-effective care, and value for the Medicaid dollars entrusted to us. By looking at industry best practices, we can find ways to improve our internal processes and build better efficiency. With your help, we will continue the important work of making sure members get the right care, at the right time, and in the right setting.

Looking back and moving forward

Looking back on 2019, Select Health is proud of the work we accomplished to improve our First Choice members' health. By understanding the strong link between education, health, and overall quality of life, we have focused on providing education, special programming, and extensive outreach and support. We developed new technology resources in 2019 for members, including our mobile app, one-way and two-way texting, and a social media presence to provide wraparound services and support between well visits.

Care management is a central tool for improving health in South Carolina. In 2018, Select Health managed 22% of all births in the state and 44% of Medicaid births, so it's very important that we support these members with our Bright Start® maternity management program. And our work addressing infant mortality and preterm births has made — and continues to make — a big impact in the South Carolina Birth Outcomes Initiative and plays a key role in the health of moms and babies statewide.

By focusing on individual needs, member and provider education, and community outreach, we are able to achieve greater health outcomes for our members and the extended communities we serve. In 2018, care management, in collaboration with our provider network, helped improve outcomes and lower costs with year over year reductions in:

- 30-day readmissions by 5.9%.
- Inpatient stays by 8.2%.
- Neonatal intensive care unit admissions by 5.4%.
- Emergency room visits (per every 1,000 members) by 5%.

We have been dedicated to promoting preventive care and increasing annual well visits. Since the inception of our First Choice Fit® program in 2013, we have seen increases in annual well child/adolescent visit HEDIS® ratings for our First Choice members in several age groups. In ages 3 – 6, we went from 61% in 2013 to 77% in 2019. In ages 12 – 21, we went from 40% in 2013 to 66% in 2019.

To support members' educational needs, we have developed many programs and extra benefits, including our Mission GED® program in June 2017. So far, we've helped 23 First Choice plan members earn their GED diplomas. We also have our First Choice Member Scholarship program, reading assistance services to connect members to adult literacy or limited-English proficiency programs, and books for children at participating provider offices, as well as back-to-school events throughout the state with school supplies, back-to-school information, and screenings.

**LOWER
30-DAY
READMISSIONS
BY 5.9%**

**LOWER
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8.2%**

**LOWER
NEONATAL ICU
ADMISSIONS
BY 5.4%**

**LOWER
EMERGENCY
ROOM VISITS
BY 5%**

South Carolina announces first confirmed cases of MIS-C associated with COVID-19

On July 12, 2020, the South Carolina Department of Health and Environmental Control (SCDHEC) confirmed the state's first cases of multisystem inflammatory syndrome in children (MIS-C) associated with COVID-19. The SCDHEC sent a [health advisory](#) to alert health care providers and facilities of this condition and to request that all providers report suspected cases of MIS-C to the agency.

For more information about MIS-C, visit the CDC website: www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/mis-c.html.

Self-care resources for providers during this stressful time

Caring for your patients during COVID-19 may result in heavier workloads and increased stress. As you take care of others, it is also important to take care of yourself. The resources below include helpful reminders and resources for your self-care and that of your teams:

- [CDC Emergency Responders: Tips for taking care of yourself](#)
- [CDC COVID-19 Stress and Coping](#)
- [Mental Health and COVID-19 – Information and Resources](#)
- [Mental Health America Resources for Mental Health Providers](#)
- [SAMHSA First Responders and Disaster Responders Resource Portal](#)

As always, thank you for your participation in the First Choice network, and for your continued commitment to our members as we work together to provide high-quality health care for our state.

As the exclusive Medicaid managed care organization for South Carolina's children in foster care, we are dedicated to helping oversee the coordination of care for this population. In 2019, we maximized our efforts to offer a more comprehensive and coordinated health care delivery model for these vulnerable children, including designating an entire team devoted to their care and well-being.



Dr. Kathleen Domm,
Medical Director

The Foster Care team is led by our new Medical Director, Dr. Kathleen Domm. Board certified in pediatrics and also a lactation consultant, Dr. Domm is a Fellow of the American Academy of Pediatrics.

The Foster Care team also includes a Pediatric Nurse Supervisor, Pediatric Nurse Care Managers, Behavioral Health Specialists, Care Connectors, and a Foster Care Liaison. We personally reach out to each child and his or her foster care placement, as soon as the child enters the foster care system, to address any immediate and ongoing needs, as well as to schedule important preventive care and screenings.

Providers needing assistance with a child in foster care, should contact the Foster Care liaison at **1-843-414-5151**.

Important reminders

The following is a list of Select Health updates that went into effect July 1, 2020:

- **Coverage for therapeutic foster care** — Select Health will reimburse child-placing agencies contracted with the South Carolina Department of Social Services (SCDSS) for therapeutic foster care (TFC).
- **Reimbursement for initial visit for children in foster care** — Select Health will reimburse for prolonged evaluation and management services before or after directed patient care when initiating a patient-provider relationship with a child in foster care.
- **Billing for services provided by an outpatient treatment program (OTP)** — the Centers for Medicare & Medicaid Services introduced a series of HCPCS codes to designate services provided by an OTP. Effective July 1, 2020, Select Health transitioned to that code set.
- **Extended contraceptive supply** — Select Health will allow a six-month contraceptive supply.
- **Hepatitis C virus pharmacy benefit carve-in** — medications used to treat the hepatitis C virus will be covered through South Carolina's managed care organizations for Healthy Connections Medicaid members. This will apply to First Choice plan members.

For more details, see the [SCDHHS Medicaid bulletin](#) dated June 30, 2020.

Fraud, waste, and abuse contact information

To report or refer suspected cases of fraud, waste, and abuse, contact:

- **Select Health Fraud, Waste, and Abuse Hotline**
(secure and confidential, available 24 hours a day, seven days a week):
1-866-833-9718
Mail: Special Investigations Unit
200 Stevens Dr.
Mail Stop 13A
Philadelphia, PA 19113
- **Select Health Compliance Hotline**
(secure and confidential, available 24 hours a day, seven days a week):
1-800-575-0417

Providers may also report suspected fraud, waste, and abuse to:

South Carolina Division of Program Integrity Fraud and Abuse Hotline:

- Phone: **1-888-364-3224**
- Fax: **1-803-255-8224**
- Email: fraudres@scdhhs.gov
- Mail: South Carolina Fraud Hotline
Division of Program Integrity
1801 Main Street
Columbia, SC 29202

Notice of nondiscrimination

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.

Language services

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