

Select News

July 2024

This newsletter can also be viewed on the [Provider Newsletters and Updates](#) page at www.selecthealthofsc.com. You also can **sign up** there **to receive** our monthly newsletter **via email**.

Effective July 1st!

❖ Zero copays for Medicaid members

In accordance with South Carolina Department of Health and Human Services (SCDHHS) requirements, Select Health has moved to zero copays for all Medicaid members, effective **July 1, 2024**.

❖ SCDHHS's preferred drug list (PDL)

SCDHHS's PDL was effective **July 1, 2024**, for Healthy Connections Medicaid members. More information can be found on the pharmacy section of SCDHHS's website.

❖ [\\$30 incentive for correct coding of sports physicals](#)

Starting **July 1, 2024**, primary care physicians can earn an additional \$30 incentive payment for accurately and appropriately coding a child's sports physical (age 5-18) with an Early and Periodic Screening, Diagnostic, and Treatment visit. Visit the Provider section of the Select Health website for more information.

Message from the Market President

As summer unfolds in South Carolina, we are entering a particularly busy season marked by exciting programmatic changes in collaboration with SCDHHS. These Medicaid enhancements, including zero copays and a preferred drug list effective July 1, are designed to ensure high quality care at the right time and place. We are deeply grateful for your partnership in helping our members get care, stay well, and build healthy communities.

It is with mixed emotions that we announce the retirement of **Peggy Vickery**. Many of you have had the pleasure of working with Peggy, who has been our Director of Network Management since July 2001. Peggy's leadership has been instrumental in the success of Select Health, expanding our provider network with compassion and civility and always prioritizing our members' well-being. She will be greatly missed.

We are excited to announce that **Jill Dunnigan** has stepped into Peggy's role as Director of Provider Network Management. She can be reached at jdunnigan@selecthealthofsc.com.

Looking forward, we will be moving to a new, easy-to-navigate digital format for this newsletter. Please take a moment to go to the Provider Newsletters and Updates page at www.selecthealthofsc.com and sign up with your current email address.

Thank you, again, for your participation in our Select Health network and your commitment to the care of our First Choice members. We could not do this without you, and we are so grateful.



Courtney Thompson, Market President

Back-to-School Jump-Start events

Children in grades K through 12 receive backpacks with school supplies at no cost, while supplies last, at our annual Back-to-School Jump-Start events, which also include lots of back-to-school resources. See below for all the locations throughout the state.

Saturday, July 20, 2024

9 a.m. to noon

First Choice Community Center

217 Park Terrace Drive

Columbia, SC 29212

Saturday, August 3, 2024

3 p.m. to 6 p.m.

Danny Jones Athletic Complex

1455 Monitor Street

North Charleston, SC 29405

Saturday, July 27, 2024

9 a.m. to noon

Mount Pleasant Community Center

710 South Fairfield Road

Greenville, SC 29605

Saturday, August 10, 2024

9 a.m. to noon

Conway Elementary School

1101 Snowhill Drive

Conway, SC 29526

For more information on these benefits, visit: [Enroll Now - First Choice by Select Health of South Carolina \(www.selecthealthofsc.com\)](http://www.selecthealthofsc.com).

Quality Corner

Healthcare Effectiveness Data and Information Set (HEDIS) is a widely used set of performance measures developed and maintained by the NCQA. Select Health's Quality department is pleased to share changes to HEDIS diabetes measurements:

- **2024 changes to existing diabetes related HEDIS measures**
 - NCQA reassessed how the existing measures identified individuals with diabetes. The new measures simplify and mitigate inclusion of individuals who take diabetes-related medications for reasons other than diabetes (e.g., weight loss) by adding a diabetes diagnosis requirement in the pharmacy method.
 - Glycemic status assessment for patients with diabetes (GSD, formally hemoglobin A1c)
 - Blood pressure control for patients with diabetes (BPD)

- Eye exam for patients with diabetes (EED)
- Kidney health evaluation for patients with diabetes (KED)
- Statin therapy for patients with diabetes (SPD)
- Diabetes monitoring for people with diabetes and schizophrenia (SSD, SMD)
- Emergency department visits for hypoglycemia in older adults with diabetes (EHD)
- **Review your monthly HEDIS reports available in NaviNet <https://navinet.net>.**
- **Ask your account executive about monthly Quality meetings and data exchange.**

Benefit Update Reminders

In accordance with SCDHHS guidelines, the following benefits were added to coverage for First Choice members.

- **South Carolina Department of Alcohol and Other Drug Abuse Services (DAODAS) providers**
Effective immediately, SCDHHS allows county substance use disorder providers to enroll as physician group providers. The county authority must separately enroll as a physician group provider to bill for services on SCDHHS' physician fee schedule which are not currently available in the DAODAS fee schedule. Once enrolled, physician group providers should submit all claims for services listed on the physician fee schedules under the Medicaid identification number assigned to the physician group. You can find instructions on how to enroll as a physician group [here](#) on the SCDHHS website.
- **Continuous glucose monitoring (CGM)**
Effective July 1, 2024, SCDHHS is expanding its existing coverage for CGM coverage to align with the most recent Centers for Medicaid & Medicare Services coverage guidelines and the American Diabetes Association recommendations as follows:
 - Type 1 diabetes mellitus
 - Gestational diabetes
 - Type 2 diabetes with one of the following:
 - Any type of insulin dependency
 - Non-insulin treated diabetes who have recurrent moderated (Level 2) or at least one severe (Level 3) hypoglycemic event.
 - Primary care, ob-gyn, and endocrinology providers may prescribe CGM.
 - CGM will be allowed through the durable medical equipment and pharmacy benefit.
 - Prior authorization is required for Select Health members.

Foster Care

A reminder of the importance of initial well visits for children and youth in foster care:

- When a child enters foster care, they must have an initial well visit preferably within 7 days but no longer than 30 days of entering care, as well as **at least 2 well visits per year** as determined by age.
 - Under 6 months old: Monthly
 - 6 months to 2 years old: Every 3 months
 - 2 years old and older: Every 6 months
- Select Health will cover the well visit even if the child received one earlier in the year.
- Use 99358 Code with UA modifier, which is defined as "initial visit with patient in foster care" by SCDHHS. This code should be submitted along with the appropriate E/M or well visit code for the direct patient care component, which provides reimbursement for the non-direct care activities associated

with an initial visit, such as record collection and coordination with various providers and state agencies.

Did you know that if a child comes in for a sick visit and is also due for a well visit, you can combine both visits? Well-child visits on the same day as sick-child visits for members from birth to age 21 can be billed using modifier 25.

Other Important Reminders

Provider Satisfaction Survey

Keep an eye out for our annual Provider Satisfaction Survey! We truly value your feedback and review all responses for how we can better work together. We would appreciate it if you or your office staff could take a few minutes to let us know how we're doing and how we can improve. Your insights are incredibly important to us.



Effective July 22, 2024, as part of our continued dedication to supporting providers in our shared commitment to high quality health care for our members, no prior authorization or medical necessity review will be required for the following Healthcare Common Procedure Coding System codes.

Title	Codes	Change
Prenatal risk assessment	H1000	No prior authorization
Thermography temp gradient	93740	No prior authorization
Scintimammography	S8080	No prior authorization
Percutaneous implantation of neurostimulator electrode array	64561, 64595	No prior authorization

Reminder: Prior authorization –Current Procedural Technology (CPT) online lookup tool

You can easily determine if a service requires [prior authorization](#) by using the CPT lookup tool on our website. No need to call – using the CPT lookup tool is as easy as 1-2-3!

1. Enter a CPT/HCPCS code.
2. Click the submit button.
3. The tool will indicate if the service requires prior authorization as of the day queried.

To access the tool, visit the Provider section of the Select Health website:

www.selecthealthofsc.com/provider/resources/prior-authorization-lookup.aspx.

Provider Training Opportunities

Select Health offers provider training each quarter for both physical and behavioral health participating providers' office managers, billing representatives, and those involved in claims processing. Our next training session is **August 21, 2024**. For details and to register, go to

<https://www.selecthealthofsc.com/provider/training/index.aspx>.

Change Healthcare update: Remittance advice payment recovery details now available!

Select Health is pleased to inform you that a solution has been developed in collaboration with Change Healthcare/Optum to provide payment recovery details on the remittance advice or 835 you receive with your payments for claims processed on and after May 6, 2024.

For claims processed February 21, 2024, through May 5, 2024, Select Health has generated a comprehensive claims recovery report available in the [NaviNet provider portal](#). The claims recovery report provides payment recovery details by member account number, claim number, provider tax ID, payee/group ID, and NPI.

To access the claims recovery report:

- Log in to the NaviNet provider portal.
- Choose **Select Health of South Carolina**.
- Go to **Report Inquiry**, under **Workflows for this Plan**.
- Click on **Administrative Reports>Claim Recovery Report**.

If you do not have access to the NaviNet provider portal, please visit: <https://register.navinet.net/> to sign up.

Beware of Phishing Scams — Don't Take the Bait!



One of the biggest information security risks for most organizations occurs when an associate opens a phishing email and clicks on the link. It takes only one associate clicking a phony link to impact an organization's cybersecurity efforts.

Why it's important:

Phishing scams are emails that look real but are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as a company's confidential and proprietary information, at risk.

It may be a phishing email if it:

- Promises something of value (e.g., "Win a free gift card").
- Asks for money or donations.
- Comes from a sender or company you don't recognize.
- Links to a site that is different from that of the company the sender claims to represent.

- Comes from a trusted business partner that has experienced a security incident. All emails sourcing from outside your organization should be scrutinized.
- Asks you for personal information, such as your username and password/passphrase.
- Includes misspelled words in the site's URL or subject line.

If you suspect an email may be phishing, here are some tips:

- Do not click any links in the email.
- Do not provide your username and password; you should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as retailers (like Amazon) or banks.
- Do not reply or forward the email to anyone within your organization.
- Familiarize yourself with your organization's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- Your organization's information security department may have additional information and guidance on how to protect yourself from phishing scams.

NaviNet Provider Portal

The NaviNet provider portal is a valuable resource to help providers manage administrative functions, including checking eligibility, reviewing HEDIS and quality reports, verifying other insurance information, and submitting prior authorization requests.

The NaviNet portal is provided at no cost to Select Health providers. Registration is required. To register, visit *Self-service tools* in the Provider section of the Select Health website at:

www.selecthealthofsc.com/provider/self-service/navinet.aspx.

Visit the Provider section of the Select Health website for more information, news, and resources for providers. If you need assistance regarding this communication or other issues, please contact your [account executive](#) or Select Health's Provider Network Management leadership.