

A Focus on Social Determinants of Health

SELECT HEALTH PROVIDERS:

As a company focused on our mission “to help people get care, stay well, and build healthy communities” for nearly 25 years, we are always looking for new and innovative ways to help First ChoiceSM plan members live healthier lives. We strive to improve not only personal health and wellness, but also the overall quality of life enjoyed by all South Carolina citizens. To be truly effective, we believe in a whole-person approach to health, which encompasses economic and social issues that often act as barriers.

As you may know, much of a person's health is tied to factors other than quality and access to care. The World Health Organization defines social determinants of health as: “The conditions in which people are born, grow, live, work, and age.”



These social determinants of health include nutritious food, safe housing, reliable transportation, and community supports. They impact every part of our physical, mental, and social well-being. When they work against someone or are left unaddressed, they can create health inequalities — which often lead to poor health outcomes and more expensive care.



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Social factors, including education, racial segregation and bias, social supports, and poverty, can affect a person's risk factors for premature death and life expectancy. Social determinants of health are estimated to account for **70% of avoidable mortality** in the United States alone.



And these factors disproportionately impact low-income individuals and minority populations.¹



As a leader in health care solutions for the underserved, we have become acutely aware of the data and research that show social determinants of health have a higher impact on population health than health care, and that a higher ratio of social service spending versus health care spending results in improved population health.

According to a study published in 2016, states that allocate more resources to social services than to medical expenditures have substantially improved health outcomes over states that do not.²

The study also found that states that provide higher levels of social services are outperforming their counterparts in areas such as obesity, asthma, mental health, cancer, myocardial infarction, and Type 2 diabetes.

1. McGinnis JM, Williams-Russo P, Knickman JR. 2002. “The case for more active policy attention to health promotion.” Health Affairs 21 (2) pp.78–93. PMID 11900188. See also National Academies Press free publication: The Future of Public Health in the 21st Century.

2. “Variation in Health Outcomes: The Role of Spending on Social Services, Public Health, and Health Care, 2000-2009,” National Center for Biotechnology Information, <https://www.ncbi.nlm.nih.gov/pubmed/27140980>.



To tackle social determinants of health, we encourage our providers to partner with us and with community organizations to improve access to housing, healthy food, education, job training, transportation, and more. Countless initiatives are underway. Here, we highlight several examples of what we are doing to address social determinants of health.

To support members' **educational needs**, we have developed many programs and extra benefits, including our:

- **First Choice member scholarship program**, which awards scholarships to selected qualifying First Choice members who plan to continue their education. Last summer, we awarded five First Choice plan members with **scholarships totaling \$10,000** to help them pursue higher education or second career training. **The deadline to apply for the next round of scholarship awards is March 5, 2020.**
- **Mission GED voucher**, which covers the entire cost of the initial GED test (a \$150 value) and one retake test, if needed, at no cost to qualifying First Choice plan members.
- **Reading assistance services** that connect members to adult literacy or limited-English proficiency programs to help with reading and writing.
- **Books for children** (up to age 5) available at participating provider offices through our partnership with Reach Out and Read-Carolinas.
- **Back-to-school events** throughout the state with school supplies and haircuts (while supplies last) for grades K – 12, back-to-school information, and preventive health screenings.



In addition, we have developed **technology resources*** for our members such as:



Our mobile app where members can access a digital copy of their ID card and fax it from their phone to their provider; find a health provider or pharmacy near them; use one-touch calling and get directions powered by Google; access the Member Handbook; and more!



One-way texting to get reminders about routine well visits, tests and screenings, and yearly eligibility review reminders. Members can request **two-way texting** with their Care Manager.



Social media, including Facebook, Instagram, and YouTube. In fact, we've just launched a new channel on YouTube, featuring family-friendly healthy cooking and exercise demos with football legend and First Choice Fit® spokesperson Marcus Lattimore.



There's also a **searchable website** to find no-cost or reduced-cost local services for medical care, food, job training, and more. Members can also get help from trained Resource Navigators.


*Standard messaging/data fees may apply for certain technology solutions.

Resources

To learn more and help connect your patients and our plan members with these important services and supports:

www.selecthealthofsc.com/community for a searchable web tool to find local resources and for the community event calendar

www.rorcarolinas.org for Reach Out and Read

 Download the **FCSH Mobile** app, available for [Android](#) and [iPhone](#)



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 **YouTube** Subscribe to the **First Choice by Select Health** channel

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)**.

Additionally, our **state-of-the-art First Choice Community Center in Columbia**, provides access to many services presented by our community partners at no cost, including:

- Financial literacy classes.
- Tax-filing appointments.
- Cooking demos.
- Benefit Bank services with certified counselors, and more.
- Exercise classes.
- Legal assistance.

New in 2020! We're pleased to announce even more benefits just for our members, such as:



- Swimming lessons at select YMCA locations for qualified members with a First Choice voucher.



- Regional member appreciation events.

We hope that you will let your First Choice members know about these special programs, resources, and supports available to them. And thank you for your dedication to helping First Choice members improve their health. By working together, we can improve the quality of life for our First Choice members and provide resources for people and communities across our state.

Sincerely,



Courtney Thompson
Courtney Thompson
Market President



Addie Bors
Elizabeth Bors
Director, Community Education
and Outreach

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
P.O. Box 100210
Columbia, SC 29202-3210

Your Provider Network Account Executives:

- Upstate (all regions)
Joyce Mahon **1-843-787-0056**
- Upstate Western Region
Mary Wasden **1-843-666-2521**
- Upstate Greenville Region
Sarah Hipps **1-843-259-0482**
- Lowcountry Region
Ashkia Harman **1-843-709-8922**
- Midlands Region
Kaye Steele **1-843-354-1231**
- Upper Pee Dee Region
Paige Watford **1-843-933-0276**
- Lower Pee Dee Region
Louanne Finley **1-843-666-2331**
- Lowcountry Border Region
Lori Pingston **1-843-709-6532**
- Ancillary Services statewide
Ruth Sisson **1-843-509-2894**
- Hospital Services statewide
Dionne Green **1-843-666-4548**