



FIRST CHOICE HEALTH HEROES Encouraging healthy behaviors

We have started a fun campaign to encourage children to practice healthy behaviors. FIT Boy and FIT Girl are the health heroes of First Choice Fit®. These heroes, with the help of parents, help our children commit to being First Choice Fit by eating healthy food, staying active, and getting their annual well visits with their primary care provider. Children can follow along with their adventures in activity books and games. They can even show their pride by posting a selfie while doing something healthy and tagging themselves as **#FirstChoiceFit** on social media, with their parent or guardian's consent.

FIT Girl and FIT Boy are part of the FIT Team. Parents, coaches, health care providers, and teachers can also be part of the team and help children stay healthy.

Another part of First Choice Fit: our annual **Marcus Lattimore Football Camps!** First Choice members are invited to join us for an exciting day of:

- Football drills.
- Health screenings.
- Health education.
- And more.

The football camp is open to boys and girls ages 5 – 12, at no cost.

Campers and other guests can also participate in our community health fair happening alongside the camp. The community health fair is open to the public at no charge.

(continued on page 2)

Member recertification — why it matters, how you can help

The South Carolina Department of Health and Human Services (SCDHHS) conducts an annual review of Medicaid members' eligibility to ensure they meet the requirements to participate in the Healthy Connections Medicaid plan. It is imperative that members complete and return the Medicaid annual review forms in a timely manner to remain eligible to continue to receive Medicaid benefits. We are requesting assistance from our provider network with the recertification efforts of your patients who are First Choice members. For more information, read the full provider alert at <http://selecthealthofsc.com/pdf/provider/newsletters-and-updates/member-recertification.pdf>.

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)**.

Body measurements (height, weight, and waist), body mass index (BMI), and BMI percentile review will be offered to everyone. Total body fat percentage review will be available for anyone ages 10 and up.

Registration is required to attend the camp. **We have reserved 25 spots at each camp for First Choice members** but they must pre-register to guarantee their spot! Members can register by calling the First Choice Community Center at **1-888-676-9588** or by emailing **fccc@selecthealthofsc.com**. All others, visit Marcus Lattimore's official website to register: **www.marcuslattimore.com**.

The last camp for 2019 is

- July, 20 at the Jerri & Steve Spurrier Football Indoor Practice Facility, Columbia, SC.

Please encourage your patients to attend!

Pharmacy updates

Recent formulary changes:

All strengths of Advair Diskus® 100 mcg-50 mcg, 250 mcg-50 mcg, and 500 mcg-50 mcg are now available in generic. Generic formulations of Advair Diskus will pay at point of sale and will not require prior authorization (PA) for members ages 4 and up.

Below are first quarter 2019 changes to the Select Health formulary:

Medication name(s)	What is changing?	Effective date
Budesonide 0.25 mg/2 mL suspension Budesonide 1 mg/2 mL suspension	Decrease current quantity limit (QL) of 120 mL (60 respules) per 30 days to 60 mL (30 respules) per 30 days	4/15/2019
Acetylcysteine 10% vial Acetylcysteine 20% vial	Removed from formulary. Preferred alternatives are: Sodium chloride 7% vial and Sodium chloride 3% vial	3/15/2019
Desmopressin acetate 0.1 mg tab	Lower minimum age to 4 years and add a QL of 90 tabs per 30 days	4/15/2019
Desmopressin acetate 0.2 mg tab	Lower minimum age to 4 years and add a QL of 180 tabs per 30 days	4/15/2019
DDAVP 10 mcg/0.1 mL solution	Remove PA requirement and add a QL of 15 mL per 30 days	4/15/2019
Desmopressin 0.01% nasal spray	Remove PA requirement and add a QL of 15 mL per 30 days	4/15/2019

(continued on page 3)

Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey

First Choice sends out a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey at the beginning of each year.

The survey seeks feedback directly from members regarding you as First Choice providers and the care you provide. It also lets us know what they think of the services provided by the First Choice plan. Questions are grouped into categories to reflect satisfaction with service and care:

- Customer service.
- Courteous office staff.
- Doctor communication.
- Getting needed care.
- Getting care quickly.
- Rating of health care.
- Rating of personal doctor or nurse.
- Rating of specialist.
- Rating of health plan.

We will publish the results of the survey in future issues of *Select News* and on the Select Health website. The results of the survey help us improve our programs to better support our mission to help people get care, stay well, and build healthy communities.

Medication name(s)	What is changing?	Effective date
2nd-line agents: Cetirizine 10 mg ODT Cetirizine 10 mg capsule Cetirizine-pseudoephedrine 5-120 mg tablet (12 hr.) Fexofenadine 30 mg/5 mL Fexofenadine 180 mg tablet Loratadine 10 mg ODT Loratadine 5 mg/5 mL solution Loratadine 10 mg capsule	These medications are on the formulary (2nd-line agents), but require step therapy of: Preferred alternatives (1st-line agents): Loratadine tablets Cetirizine tablets Cetirizine oral solution Levocetirizine tablets	4/15/2019
3rd-line agents: Cetirizine 5 mg chewable tablet Cetirizine 10 mg chewable tablet Clarinex-D 12-hr. tablet Clarinex 0.5 mg/mL syrup Desloratadine 5 mg tablet Fexofenadine 60 mg tablet Fexofenadine 30 mg tablet Fexofendadine-pseudoephedrine 60-120 mg tab (12 hr.) Fexofendadine-pseudoephedrine 180-240 mg tab (24 hr.) Levocetirizine 2.5 mg/5 mL solution Loratadine-pseudoephedrine 5-120 mg tablet (12-hr.)	These medications will be non-formulary (3rd-line agents). Approval of these medications will require a documented trial and failure of a 1st-line agent and a 2nd-line agent. Preferred alternatives (1st-line agents): Loratadine tablets Cetirizine tablets Cetirizine oral solution Levocetirizine tablets	4/15/2019

Medication-assisted therapy (MAT) changes effective March 1, 2019

In an effort to address the opioid crisis for South Carolina’s Medicaid population, the following changes recommended by the South Carolina Department of Health and Human Services (SCDHHS) went into effect on March 1, 2019.

Medication name(s)	Formulary status
Buprenorphine 2 mg tablet SL	Non-formulary, PA required
Buprenorphine 8 mg tablet SL	Non-formulary, PA required
Buprenorphine/naloxone 2-0.5 mg SL tab	Formulary, minimum age requirement of 16 years, QL of 12 per day
Buprenorphine/naloxone 8-2 mg SL tab	Formulary, minimum age requirement of 16 years, QL of 3 per day
Suboxone® (buprenorphine/naloxone) 2-0.5 mg SL film	Formulary, minimum age requirement of 16 years, QL of 12 per day
Suboxone (buprenorphine/naloxone) 8-2 mg SL film	Formulary, minimum age requirement of 16 years, QL of 3 per day
Suboxone (buprenorphine/naloxone) 4-1 mg SL film	Formulary, minimum age requirement of 16 years, QL of 6 per day
Suboxone (buprenorphine/naloxone) 12-3 mg SL film	Formulary, minimum age requirement of 16 years, QL of 2 per day

Notes:

- Buprenorphine monotherapy requires prior authorization and is covered only for pregnant women or individuals with a documented allergy to naloxone. A PA request may be faxed to PerformRxSM at 1-866-610-2775.
- If there is an AB-rated generic available, brand name will require a PA to establish medical necessity.

Opioid initiative — overdose survival

In response to the national opioid epidemic, it is the intent of Select Health of South Carolina to provide First Choice plan members receiving opioids with immediate access to emergency treatment for an opioid overdose and access to appropriate medical and behavioral health treatment. This information will increase the likelihood that people who overdose on opioids will survive and have an opportunity for sustained recovery.

Over 748 South Carolina residents died from an opioid-related overdose in 2017.¹ South Carolina EMS personnel administered naloxone 6,938 times in 2017 compared to 6,400 times in 2016, and 4,600 times in 2015.²

Naloxone is an FDA-approved opioid antagonist that temporarily stops or reverses the effects of an opioid overdose and restores breathing within two to eight minutes, with the effect lasting from 20 to 90 minutes. Two of the most common ways that naloxone is administered are intranasally (nasal spray) and with an auto-injector.

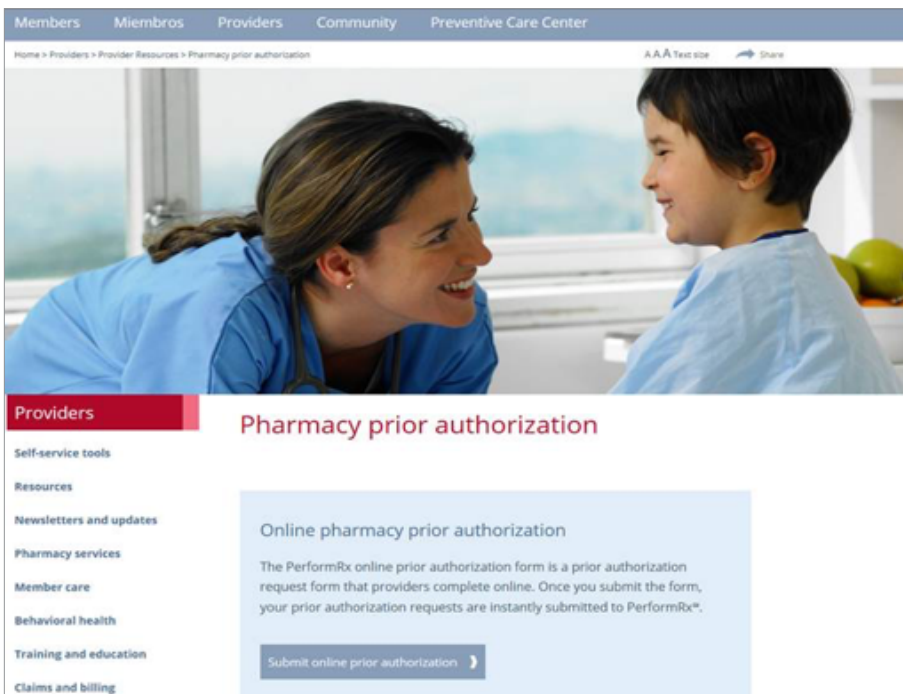
Naloxone is on the Select Health preferred drug list (PDL), so prior authorization is not required.

Individuals who use opioids and their family members and friends can obtain naloxone from their local pharmacy after completing an education program on its administration. Naloxone is available from pharmacies choosing to participate in the education program whereby they may agree to dispense without a prescription. Individuals should contact their local pharmacy to find out whether it is currently dispensing Naloxone without a written prescription or standing order from a prescriber. The standard prescription co-pay of \$3.40 will apply.

1 “Opioid Mortality and Selected Trends: 2017 South Carolina Overdose Mortality Data,” South Carolina Department of Health and Environmental Control and South Carolina Department of Alcohol and Other Drug Abuse Services, <http://www.daodas.sc.gov/wp-content/uploads/2018/08/Opioid-Mortality.pdf>.

2 “Opioid Epidemic,” South Carolina Department of Health and Environmental Control, <https://www.scdhec.gov/opioid-epidemic>.

Did you know you can submit a pharmacy prior authorization request online?



Follow the link above or go to: www.selecthealthofsc.com > **Providers** > **Pharmacy services** > **Pharmacy prior authorization**.

Submitting prior authorization requests online may save time by:

- Reducing prior authorization review time.
- Giving instant approvals for specific drugs.
- Attaching member-specific documents such as labs, chart notes, consults, and more (formats: pdf, doc, xls, ppt, txt).
- Saving unique provider information to speed up future submissions.
- Printing a summary page for easy reference.

Start using this form today and streamline your prior authorization requests.

- Take PerformRx's online prior authorization tutorial. This tutorial guides you through each step of the online prior authorization request process.

Note: Please provide as much relevant medication information as possible. This will increase the accuracy of your submission. Incomplete forms will not be processed.

Questions? Call PerformRx at **1-866-610-2773**.

Important reminder: services performed by non-contracted laboratory providers

For First Choice by Select Health of South Carolina members, non-office laboratory services must be submitted through Select Health's contracted reference laboratory providers.

Any service rendered by a non-contracted laboratory provider requires the **ordering provider** to obtain prior authorization for the service.

First Choice members may not be billed for services provided by a non-contracted lab that are denied due to prior authorization not being obtained.

If prior authorization is not obtained for services provided by a non-contracted laboratory, the claim will be denied.

For questions, contact the Provider Contact Center at **1-800-575-0418** or your Network Management Account Executive.

Network Management Account Executive listing

Region	Name	Phone and email
Lowcountry	Ashkia Harman	1-843-709-8922 aharman@selecthealthofsc.com
Lowcountry Border	Mary Wasden	1-843-666-2521 mwasden@selecthealthofsc.com
Midlands	Kaye Steele	1-803-354-1231 ksteele@selecthealthofsc.com
Upper Pee Dee	Paige Watford	1-843-933-0276 pwatford@selecthealthofsc.com
Lower Pee Dee	Sarah Wilkinson	1-843-754-8847 swilkinson@selecthealthofsc.com
Upstate Western	Sarah Hipps	1-843-259-0482 shipp@selecthealthofsc.com
Upstate Greenville	Vonda Butler	1-803-609-8041 vbutler@selecthealthofsc.com
Upstate	Joyce Mahon	1-843-787-0056 jmahon@selecthealthofsc.com
Hospital services	Dionne Green	1-843-666-4548 ddgreen@selecthealthofsc.com

Member rights and responsibilities

As a reminder, please review the rights and responsibilities of our First Choice members: <http://www.selecthealthofsc.com/member/english/info-for-you/rights-responsibilities.aspx>. These are also available in our Health Care Professional and Provider Manual. Contact your account executive if you have questions.

First Choice by Select Health is on Facebook!

Check out our new Facebook page! Follow First Choice by Select Health on Facebook for event information, health tips, and member information. A dedicated provider information section is coming soon. We're excited about connecting with you there.

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 Drive
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