

Pharmacy and Therapeutic Committee changes effective February 1, 2018

Formulary removal	Formulary alternative
Methadone oral concentrate	Member informed to discuss alternatives closely with their provider
Methadone 5mg/5mL solution	Member informed to discuss alternatives closely with their provider
Methadone 10mg/5mL solution	Member informed to discuss alternatives closely with their provider
Methadone 5mg tablet	Member informed to discuss alternatives closely with their provider
Methadone 10mg tablet	Member informed to discuss alternatives closely with their provider
Methadone diskets 40mg tablet	Member informed to discuss alternatives closely with their provider
Methadone 10mg/mL syringe	Member informed to discuss alternatives closely with their provider
Dexedrine spansules 5mg capsule	Generic Adderall XR 5mg capsule
Dexedrine spansules 10mg capsule	Generic Adderall XR 10mg capsule
Dexedrine spansules 15mg capsule	Generic Adderall XR 15mg capsule
Methitest 10mg tablet	Member informed to discuss alternatives closely with their provider
Testred 10mg capsule	Member informed to discuss alternatives closely with their provider

Statin therapy in diabetes management

Cardiovascular disease (CVD) plays a major role in contributing to morbidity and mortality in diabetic patients.¹ The use of statin medications with moderate dosing has been shown to significantly reduce CVD events.² In addition to lifestyle modifications, current diabetes and lipid guidelines concur that a statin should be initiated in patients, with diabetes, who are 40 through 75 years of age, to prevent CVD events.^{1,2}

Current statins that have a preferred status on Select Health's drug formulary include:

- Atorvastatin.
- Pravastatin.
- Lovastatin.
- Simvastatin.

If your patient experiences intolerance to statins, you may recommend alternate-day dosing and increased water consumption to improve tolerability.

1 American Diabetes Association. Standards of Medical Care in Diabetes – 2016. Diabetes Care. 2016; 39(Suppl. 1):S1-S112.

2 Stone NJ, Robinson J, Lichtenstein AH, ET. al. 2013 ACC/AHA Guideline on Treatment of Blood Cholesterol to Reduce Atherosclerotic Cardiovascular Risk in Adults: A Report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines. Circulation. 2014; 129 (25 suppl 2): S1-45.

PHARMACY SPOTLIGHT

Opioid initiative

Based on guidance from the Centers for Disease Control and Prevention (CDC), the South Carolina Board of Medical Examiners (SCBME) and in support of the Governor's Executive Order number 2017-43, First Choice by Select Health of South Carolina will apply benefit limitations to opioid prescriptions for naïve members. An opioid-naïve member is defined as a member who has not filled an opioid prescription within the past 60 days.

Effective March 1, 2018, First Choice will implement benefit limitations for any opiate prescription that exceeds 90 morphine milligram equivalents per day and/or exceeds a five-day supply for naïve members.

[Read more](#)

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)**.

Do you know your provider network account executive?

Put a face to the name! Here are the Select Health Provider Network management account executives and staff.



From left to right:

Front row: Paige Watford, account executive — Upper Pee Dee; Joyce Mahon, senior account executive — Upstate; Nikki Washington, provider applications specialist; William Robinson, manager, network management (seated); Mary Wasden, account executive — Low country border; and Vonda Williams, account executive — Upstate, Greenville

Back row: Sarah Wilkinson, account executive — Lower Pee Dee; Sarah Hipps, account executive — Upstate western; Kaye Steele, account executive — Midlands; Ashkia Harmon, account executive — Low country; Aimee Shivers, account executive (behavioral health) — Upstate-Piedmont; and Kathryn McLaurin, account executive (behavioral health) — Low country, central

Access standards reminder

Primary care access standards

- Routine visits should be scheduled within four weeks.
- Urgent, non-emergency visits (including walk-ins) should be scheduled within 48 hours.
- Waiting time for scheduled, routine appointments should not exceed 45 minutes.
- For emergency visits, members should be seen immediately.

After-hours access standards

Primary care providers must be accessible 24 hours a day, seven days a week:

- Personally or through coverage arrangements with a designated contracted primary care physician.

OR

- Answering service or answering machine that provides information on how to reach the physician on call.

Specialists must be available 24 hours a day, seven days a week through:

- On-call arrangements.

OR

- Emergency department call rotations.

Behavioral health providers access standards

- Emergent care: non-life threatening emergency care but requires immediate attention — within six hours.
- Urgent care: not-emergent but severe enough that care is required to prevent deterioration of member's condition — within 48 hours.
- Routine care: appointment within 10 business days.
- Post-discharge follow up: an outpatient visit following hospitalization for a mental health disorder — within seven calendar days.

Important phone numbers

For information related to prior authorizations, appeals, clinical questions, membership verification, integrated care management, claims questions, health management programs, or to contact the medical director, call or fax during or after normal business hours:

- Behavioral Health Utilization Management: **1-866-341-8765**
- Behavioral Health Utilization Management (fax): **1-888-796-5521**
- Medical Management: **1-888-559-1010**
- Medical Management, Charleston area: **1-843-764-1988**
- Medical Management (fax): **1-888-824-7788**
- Medical Management (fax), Charleston area: **1-843-863-1297**
- Medical Management RightFax: **1-866-368-4562**
- Provider Claims Services: **1-800-575-0418**
- Provider Services RightFax: **1-855-316-0093**
- Appeals: **1-866-615-5186**
- Appeals (fax): **1-866-369-6046**
- Physician's Peer-to-Peer Hotline: **1-866-615-5188**
- PerformRx Pharmacy Services: **1-866-610-2773**

For membership verification, member complaints, requests to transfer members, and LSA's interpretation services:

- Member Services: **1-888-276-2020**
- Member Services, Charleston area: **1-843-764-1877**
- Member Services (fax): **1-800-575-0419**
- Member Services (fax), Charleston area: **1-843-569-4875**

For health care professional/provider services and administration, call:

- **1-800-741-6605**
- Charleston area: **1-843-569-1759**
- Fax: **1-800-316-0093**
- Claims: **1-800-575-0418**

The Fraud Tip Hotline, **1-866-833-9718**, is available 24 hours a day, seven days a week. It's secure and confidential. You may remain anonymous.

Drug updates

Please visit our website at www.selecthealthofsc.com/provider for up-to-date pharmacy information, including:

- Changes that are approved by the Pharmacy and Therapeutics Committee.
- Preferred drug list (PDL) updates.
- Drug recalls.
- Updated pharmaceutical management procedures.
- Prior authorization criteria and procedures for submitting a prior authorization.
- Pharmacy benefit restrictions or limitations.

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: 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: 1-888-364-3224

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