

OUR QUALITY IMPROVEMENT PROGRAM Striving for Excellence

First ChoiceSM by Select Health of South Carolina's Quality Improvement program strives for excellence in clinical and service areas important to our provider network and our members. Each year, we evaluate areas of and means for improvement.

MEMBER EXPERIENCE IS A PRIORITY

We thank our providers for your partnership in our efforts to improve First Choice member experiences. The Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey results are used to identify areas in which our plan can continue to improve member experience. The child survey is sent annually to parents or guardians of our pediatric plan members. A separate survey is sent annually to our adult members.

In our 2019 **child** survey:

- **93%** of parents or guardians said they had good experiences with their children's personal doctor or primary care providers.
- **95%** said they received care quickly.
- **93%** are pleased with the First Choice plan.

From the 2019 **child** survey, key measures we will work with providers to improve are:

- **Shared decision making: 78%** felt they were involved in shared decision making.
- **Health promotion and education: 74%** felt they received information and education promoting a healthy lifestyle.
- **Care coordination: 85%** felt their child's personal doctor was informed and up to date about the care they received from other doctors or other health providers.

In our 2019 **adult** survey:

- **95%** were pleased with how well doctors communicate.
- **88%** stated they had good experiences with their personal doctor or primary care providers.
- **86%** stated they received care quickly.

From the 2019 **adult** survey, we also found measures we can work to improve:

- **Getting needed care: 82%** of our members said they received needed care.
- **Shared decision making: 83%** of members felt they were involved in shared decision making.
- **Rating of the health plan: 83%** of members are pleased with First Choice as their health plan.

In 2020, we will continue to collaborate with providers to improve our CAHPS scores.



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)**.

RECOMMENDED PATIENT EXPERIENCE IMPROVEMENT TIPS¹

- Enable and encourage patients to play a role in medical decisions that affect their health.
 - Provide easy-to-understand information to encourage participation in the decision making process so patients can ask informed questions and express personal values about their treatment options.
 - Consider the patient's goals and preferences as a guide to recommendations and treatments.
- Direct patients to useful and reliable sources of information on the internet to help address the demand for immediate information and to reinforce the relationship of trust. While not intended to be a substitute for direct communication with personal doctors or primary care providers, this is a useful way to augment information sources, especially when direct access to the clinician is not possible.
 - Expand your website to include health information and relevant tools.
 - Inform patients about reliable external sites during office visits, in printed material, through the patient portal, or emails.
- Streamline your process for coordinating care and receiving updates on care delivered when referring patients to specialists.
 - Assist patients with appointment scheduling with specialists and other ancillary providers.
 - Communicate expectations for updates to specialists or ancillary providers via fax, mail, or electronic health records.
 - Review consultation reports with patients, parents, or guardians when they return for a follow-up visit.
 - Ask for feedback on the visit with the specialist from the patient, parent, or guardian and if they have any questions.

Thank you for supporting our efforts to continuously improve care for our members. The 2019 CAHPS survey results are provided in the chart below. The CAHPS survey results and HEDIS® quality measures data are also available on our website at www.selecthealthofsc.com/pdf/corporate/hedis-quality-data.pdf.

Do you have questions? Email us at value@selecthealthofsc.com.

1. "The CAHPS Ambulatory Care Improvement Guide," Agency for Healthcare and Research Quality, <https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/cahps-ambulatory-care-guide-full.pdf>

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@scdhs.gov
- Mail: South Carolina Fraud Hotline
Division of Program Integrity
P.O. Box 100210
Columbia, SC 29202-3210

Upstate (all regions)

Joyce Mahon **1-843-787-0056**

Upstate Western Region

Sarah Hipps **1-843-259-0482**

Upstate Greenville Region

shscapps@selecthealthofsc.com

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

shscapps@selecthealthofsc.com

Lowcountry Border Region

Mary Wasden **1-843-666-2521**

Ancillary Services statewide

Ruth Sisson **1-843-509-2894**

Hospital Services statewide

Dionne Green **1-843-666-4548**

Committed to Member Experience

CHILD CAHPS® RESULTS

CAHPS Medicaid Child Category	2018 Select Health CAHPS Results	2019 Select Health CAHPS Results	2018 Child CAHPS Quality Compass 75th Percentile
Composite Measures			
Getting Care Quickly	92.53%	94.68%	92.56%
How Well Doctors Communicate	95.93%	96.22%	95.40%
Getting Needed Care	87.76%	88.78%	87.94%
Customer Service	90.06%	89.98%	90.58%
Overall Rating Measures			
Rating of Health Care	90.27%	89.67%	89.25%
Rating of Personal Doctor	90.60%	92.89%	91.28%
Rating of Specialist	91.34%	88.98%	89.30%
Rating of Health Plan	91.77%	92.83%	89.06%

ADULT CAHPS® RESULTS

CAHPS Medicaid Adult Category	2018 Select Health CAHPS Results	2019 Select Health CAHPS Results	2018 Adult CAHPS Quality Compass 75th Percentile
Composite Measures			
Getting Care Quickly	82.69%	86.11%	84.76%
How Well Doctors Communicate	93.97%	94.91%	93.11%
Getting Needed Care	88.08%	82.40%	85.19%
Customer Service	94.04%	N/A	90.03%
Overall Rating Measures			
Rating of Health Care	81.34%	76.33%	77.37%
Rating of Personal Doctor	87.02%	87.68%	83.80%
Rating of Specialist	86.55%	N/A	84.16%
Rating of Health Plan	84.37%	83.00%	80.19%
HEDIS® Measures			
Flu Vaccinations For Adults 18 – 64	40.33%	40.27%	43.30%
Doctor advised smokers or tobacco users to quit	78.54%	83.33%	80.87%
Doctor talked about medicines to help quit smoking	48.77%	47.06%	57.63%
Doctor talked about ways to quit smoking	50.98%	49.11%	49.68%