

Helping providers stay ahead

Special Edition!

## GREETINGS, SELECT HEALTH PROVIDERS:

Select Health of South Carolina takes great pride in our network providers like you and in our combined efforts to continually build and sustain healthy communities across South Carolina. As the state's oldest and largest managed care organization, we value the opportunity to work with you to provide access to top-rated care for First Choice<sup>SM</sup> plan members. **Thank you** for your partnership and the collective track record of success we've achieved by working together to improve health and overall quality of life for our members across our state.

As we approach our **25th anniversary in 2020**, we remain committed to our mission of "helping people get care, stay well, and build healthy communities." In fact, we're renewing and further strengthening this commitment to you, our members, and the extended communities we serve.



Courtney Thompson, Market President



Peggy Vickery, Director  
Provider Network Management



Your **First Choice**

FirstChoice  
by Select Health of South Carolina  
Your Hometown Health Plan

Healthy Connections  
MEDICAID

Make us your First Choice at [www.selecthealthofsc.com](http://www.selecthealthofsc.com)

To this end, we're excited to launch, this month, a new community outreach and marketing campaign called "**Your First Choice.**" The purpose of this campaign is twofold:

- To promote the benefits of preventive health and wellness, and the importance of having a health plan and primary care provider to support and guide one in these efforts.
- To inspire and empower South Carolina families to make a conscious choice to live healthy and to choose First Choice.

You can also visit our website to learn more: [www.selecthealthofsc.com](http://www.selecthealthofsc.com).

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**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

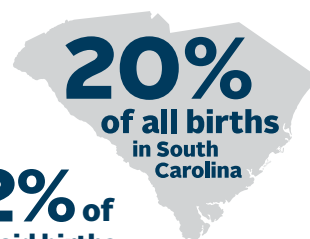
If your primary language is not English, language assistance services are available free of charge. Call **1-888-276-2020** (TTY **1-888-765-9586**).

In 2017, Select Health's First Choice plan covered more than 20 percent of all births in our state and nearly 42 percent of all babies covered by South Carolina's Health Connections Medicaid program.

Source: South Carolina Department of Health and Environmental Control (SCDHEC). <https://www.scdhec.gov/vital-records/parentage/sc-vital-records-data-and-statistics>



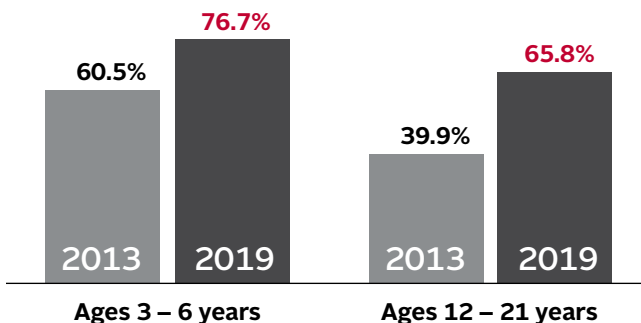
**42%**  
of  
Medicaid births



As you know, we have continually encouraged and promoted **preventive health services** and, with your help, made great strides and demonstrated expertise, especially in the areas of prenatal and postpartum care through our **Bright Start® maternal wellness program** and also annual well visits for school-aged children with **First Choice Fit®**, featuring spokesperson and football legend, **Marcus Lattimore**. And while these programs have helped identify, prevent, and treat health conditions early when it's most effective; looking forward, we'd like to take our focus on preventive health services to the next level. With your help, we can focus on keeping members at optimal health all year long.

## First Choice **FIT**

Since the inception of our First Choice Fit program in 2013, there has been an overall increase in annual well child/adolescent visit HEDIS® ratings for our First Choice members:



Current HEDIS rating percentiles:  
 AWC (ages 12 – 21) 95th  
 W34 ages (3 – 6) 50th

Parallel with “Your First Choice,” we hope you’ve heard about **all the new technology now available to First Choice plan members to help them get and stay healthy**. This technology provides wrap-around services and support in between well visits. Please see the attached flier for more details and feel free to share this information with your First Choice patients so they may benefit.

Select Health is your partner in care, and we welcome your feedback and suggestions on ways we can close any gaps between visits to help ensure our members are seeing the benefits of better health outcomes and improved quality of life. You can share your input by emailing your suggestions to our Quality Management department at [value@selecthealthofsc.com](mailto:value@selecthealthofsc.com) or by reaching out to your Account Executive. (See list in sidebar.)

Thank you for all you do and the value you provide our First Choice members.

Sincerely,

*Courtney Thompson*  
 Courtney Thompson  
 Market President

*Peggy Vickery*  
 Peggy Vickery  
 Director, Provider Network Management

## 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](mailto: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 Higgs **1-843-259-0482**

Upstate Greenville Region

[shscapps@selecthealthofsc.com](mailto: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](mailto: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**