

## Our Quality Improvement program — dedicated to excellence

First Choice by Select Health of South Carolina has a Quality Improvement program dedicated to excellence in clinical and service areas important to you. Each year, we evaluate ways the plan can improve.

### MEMBER EXPERIENCE IS A PRIORITY

We thank our providers for your efforts to improve First Choice member experiences. In our 2018 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) child survey, sent annually to parents or guardians of our members who are children, 91 percent of parents or guardians said they had good experiences with their children's personal health care providers, and 92 percent rated our health plan favorably. The CAHPS survey helps to identify areas in which our plan can continue to improve.

In 2019, we will collaborate with providers to improve our CAHPS scores. Below is a snapshot of our 2018 results:

- 98.01 percent of parents or guardians surveyed said their children's health care providers showed respect for what they had to say.
- 94.57 percent parents or guardians surveyed said their children's health care providers explained things in a way they could understand.
- 68.66 percent of parents or guardians surveyed said their children's health care providers talked about reasons they might not want their child to take a medicine.

### RECOMMENDED PATIENT EXPERIENCE IMPROVEMENT TIPS

- Develop patient education materials that explain the pros and cons of commonly prescribed medication (such as asthma or high blood pressure medications or statins).
- Discuss the benefits and risks of taking a medication.
- Discuss each patient's preference on what medication would be best.
- If the patient is not getting positive results, discuss alternate medications.
- Discuss why the patient may need to stop taking a particular medication.
- Listen closely and explain things in an easy-to-understand way to ensure you address all the patient's concerns and the concerns of parents or guardians.
- Verify medication is on the formulary and inform parents or guardians of delays due to prior authorization requirements.

Thank you for supporting our efforts to continuously improve care for our members. The 2018 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](http://www.selecthealthofsc.com/pdf/corporate/hedis-quality-data.pdf).

You can also email us at [value@selecthealthofsc.com](mailto:value@selecthealthofsc.com).

**2018 CAHPS ADULT AND CHILD MEDICAID SURVEY RESULTS**

<b>2018 member satisfaction rates and composite score</b>		
	<b>Adult survey</b>	<b>Child survey</b>
<b>COMPOSITE SCORES</b>	<b>2018</b>	<b>2018</b>
Getting care quickly	83%	93%
How well doctors communicate	94%	96%
Care coordination	84%	87%
Getting needed care	88%	88%
Customer service	94%	90%
Shared decision making	78%	81%
<b>OVERALL RATING SCORES</b>		
Health care	81%	90%
Personal doctor	87%	91%
Specialist	87%	91%
Health plan	84%	92%

**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

**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)**.