Select Health of South Carolina

Healthy Connections

PROVIDER SUPPORT RESOURCE MENU

RESOURCES OFFERED BY SELECT HEALTH OF SOUTH CAROLINA TO PARTICIPATING PROVIDERS

	About this resource...	Engage this resource...
Let Us Know program	Enables you to quickly and easily refer a member experiencing special, chronic, or complex health conditions who may need the support of one of our programs via the **Rapid Response and Outreach Team (RROT)**.	Complete and submit a **Member Intervention Form** (found on the health plan's website) to refer a member to RROT for care coordination or care management support, including Bright Start for maternity. RROT responds within 48 business hours. **RROT telephone: 1-866-899-5406** **Bright Start (maternity) telephone: 1-888-276-2020 (TTY 1-888-765-9586)**
Bright Start® (maternity program)	Outreaches to and coordinates care for pregnant members and provides comprehensive care management for high-risk pregnant members and newborns with complex medical needs — including babies with neonatal abstinence syndrome (NAS).	
Care coordination and care management	**Care coordination** includes member outreach, resource navigation and coordination, closed-loop referral support, and wellness and prevention education. **Complex care management** includes individualized plans of care to coordinate delivery of physical and behavioral health services and to help meet social and environmental support needs.	
Disease management and Healthy Behaviors programs	Support care for members through programs addressing specific physical health conditions, such as adult and child obesity, diabetes, heart disease, and asthma. Encourage members to actively participate in improving and maintaining their health and rewards them for practicing certain qualifying healthy behaviors.	Visit the Healthy Behaviors section of our website at www.selecthealthofsc.com/member/english/staying-healthy/index.aspx. Ask your Provider Account Executive for more information.
Behavioral health support	Helps to integrate physical and behavioral health services and offers tools and training to help providers screen for behavioral health conditions, such as depression and substance use disorder. Resources include reference materials on effective screening, referral, and treatment practices, as well as educational resources such as our exclusive Behavioral Health Provider Toolkit, and access to e-learning modules on a variety of topics.	Visit the behavioral health section and view our toolkits and e-learning modules in the provider area of our website at www.selecthealthofsc.com/provider/member-care/behavioral-health/behavioral-health.aspx. Check out our trainings online at www.selecthealthofsc.com/provider/training/training.aspx.

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Provider/staff education opportunities	**In-person** provider and staff health education is offered through clinical programs, as well as on specific clinical topics, by request. **Virtual** education opportunities are also available. Offerings may include: · Motivational interviewing (MI). · Mental Health First Aid (MHFA) (youth and adult). · Mandt System training (crisis management). · Trauma-informed care. · Stress management and self care. · SPENT poverty simulation.	To make a request, please contact program staff by email at clinicalintegrationeducation@amerihealthcaritas.com. Please visit the provider area of the health plan website at www.selecthealthofsc.com/provider/index.aspx to learn more about virtual course offerings.
Provider portal (NaviNet®)	Provides access to practice-specific data on important health quality measures, including our members' receipt of preventive care, adherence to medication, and care gaps.	Visit the NaviNet section in the Provider area of our website at www.selecthealthofsc.com/provider/self-service/navinet.aspx.
Language and interpretation services	Telephonic interpretation, 24 hours a day, seven days a week, in 200 languages, at no cost to plan members or providers.	During regular business hours, contact Member Services at **1-888-276-2020**. After hours, contact the nurse helpline at **1-800-304-5436**.
Foster Care support services	The Select Health Foster Care team collaborates with the SC Department of Social Services (SCDSS) to provide oversight of coordination of care for South Carolina's statewide foster care population. Provides support for network providers to meet the needs of children, youth, and their families in the foster care system.	During regular business hours, contact our Foster Care liaison at **1-843-414-5151**.

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Social resource platforms and other services	Access to information on local community services and resources that promote healthy behaviors, wellness, and recovery and address needs related to social determinants of health, including:
	• Searchable community and resource database.
	  – Food resources.
	  – Transportation.
	  – Employment.
	  – Housing.
	• Education/GED/high school equivalency support.
	• Member Scholarship program.
	• SafeLink phone program.
	We also provide mobile apps (promoting healthy behaviors) for our members.
		Learn more about what we offer by visiting the resource area of our website at https://www.selecthealthofsc.com/community/index.aspx and the Information for You area of our website at www.selecthealthofsc.com/member/english/info-for-you/index.aspx.

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Quality Improvement Resources	The Quality Improvement (QI) program supports our mission to help people get care, stay well, and build healthy communities, with a special concern for those in need, by working diligently in collaboration with our provider network to improve the health care and services we provide plan members and their families. The QI team provides assistance, support, and education to our providers to help improve the quality of clinical care and services by providing: • **NaviNet Provider Portal training:** one-on-one training with office staff. • **Quality strategy training:** review of provider's quality strategy report and education on use of Healthcare Effectiveness Data Information Set (HEDIS) specific non-compliant member lists. • **HEDIS training:** to help staff understand HEDIS measures and how they can contribute to compliance. • **HEDIS Resource documents:** HEDIS Coding Guidelines for Adults, Children, and Maternity. • **Provider Closing Gaps in Care meetings:** to provide HEDIS measure and Quality program updates and to field provider questions/concerns. • **Electronic Medical Record (EMR):** remote access assistance.	Submit requests for assistance via email to: value@selecthealthofsc.com or contact your Provider Network Account Executive.

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