

2025 Member Handbook

List of Changes

Effective Date	Sections	Page(s)	Change
9/25	Front Cover	-	Cover artwork changed. Changed month/year on front cover to September 2025.
9/25	Table of Contents	-	<i>The following language was added:</i> THIS HANDBOOK IS NOT A CERTIFICATE OF INSURANCE AND SHALL NOT BE CONSTRUED OR INTERPRETED AS EVIDENCE OF INSURANCE COVERAGE BETWEEN FIRST CHOICE BY SELECT HEALTH OF SOUTH CAROLINA AND THE MEMBER.
9/25	First Choice Is the Right Choice	2	<i>The following statement was added:</i> This handbook is your guide for health care services available to you. You can ask us any questions. We can also help you schedule health care visits. If you have questions or concerns, we're here for you. Call Member Services at 1-888-276-2020 (TTY 1-888-765-9586) .
9/25	Fraud and Abuse	4	<i>The following statement was added:</i> First Choice is committed to updating the Member Handbook with any changes in law as soon as possible, but no later than 90 calendar days after the effective date of the change.
9/25	Your First Choice Benefits and Benefit Limits	16	<i>The OPAC mention was updated as follows:</i> Pediatric HIV clinics (PHCs), formerly known as outpatient pediatric AIDS clinics (OPACs), provide specialty care, consultation, and counseling. PHC care is available for full-benefit Healthy Connections Medicaid members who are: <ul style="list-style-type: none"> • Under the age of 21, and • At risk for or living with HIV A PHC or First Choice network provider may provide care. Call your PCP or First Choice for more details.
9/25	Your First Choice Benefits and Benefit Limits	17	<i>Mention of TFA added:</i> Transcervical fibroid ablation (TFA): The South Carolina Department of Health and Human Services (SCDHHS) covers transcervical fibroid ablation. TFA is a minimally invasive procedure to treat symptomatic uterine fibroids. Call your PCP or First Choice for more details.

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9/25	Members' and Potential Members' Bill of Rights	26	<p><i>Following mentions added to the <u>Members' and Potential Members' Bill of Rights</u></i></p> <p>23. To ask for a printed Member Handbook or Provider Directory.</p> <p>24. To get help with finding a different provider from Member Services or the Care Management team. This option is available to members who cannot receive a needed service because of a provider's moral or religious objection to providing it. Members may also reach out to SCDHHS for help with finding services if the plan has a moral or religious objection to providing service.</p>
9/25		29	<p><i>A statement regarding State Fair Hearings was revised:</i></p> <p>If you do not agree with the final decision by First Choice, you have the right to ask for a State Fair Hearing with SCDHHS. This option is available to you after you have completed the member appeal process.</p>
9/25			<p>In addition, several mentions of copayments were deleted throughout the handbook.</p>
5/25	Your ID Card	4	<p>Artwork of the First Choice ID card was updated, and mentions of RXBIN 600428 and RXPCN 021800 were added.</p>
5/25	Your First Choice Benefits and Benefit Limits	12	<p>The following statement was added:</p> <p>Collaborative Care Model: <i>Mild to moderate Behavioral health conditions can be treated in a primary care Provider setting (PCP office). This is a collaboration of treatment between members' PCP and Behavioral Health professionals.</i></p>
5/25	Your First Choice Benefits and Benefit Limits	13	<p>The following statements were added:</p> <p>Genetic Testing: <i>Genetic tests are covered for full-benefit Healthy Connections Medicaid members who meet clinical criteria that makes these tests medically necessary.</i></p> <p>Home Builders: <i>Medicaid eligible families with children birth to 18 years of age who are at imminent risk of out-of-home placement may qualify for intensive in home services. These services include, but are not limited to the following: motivational interviewing, cognitive and behavioral interventions, relapse prevention and skills training.</i></p>

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5/25	Your First Choice Benefits and Benefit Limits	14	<p>The following statement was added:</p> <p>Intensive Outpatient Programs (IOP) Partial Hospitalization Programs (PHPs): SC DHHS (Healthy Connections) added coverage of IOP and PHP with a psychiatric focus for children and adults who are full-benefit Healthy Connections Medicaid members, IOP and PHP provide clinical diagnostic services similar to an inpatient or residential treatment program, but on a less than 24-hour basis. The services require prior authorization.</p>
5/25	Your First Choice Benefits and Benefit Limits	16	<p>The following statement was added:</p> <p>Sickle-Cell Anemia: Members with Sickle-Cell disease ages 12 years old or older may be eligible for Lyfgenia & Casgevy, which is a one-time gene therapy to treat sickle-cell.</p>