

First Choice Quick Start Guide



FirstChoice
by Select Health of South Carolina
 *Your Hometown Health Plan*

Healthy Connections 

Let's get started!

- Read your Member Handbook. Go to **www.selecthealthofsc.com** to find it online.
- Pick a First Choice primary care provider (PCP). You can search the online Provider Directory. Tell a First Choice representative which PCP you chose when you call for your orientation.
- Call your new PCP to schedule a checkup.
- Call Member Services at **1-888-276-2020** for an orientation or if you need help with any of the steps above.



During your orientation, we will talk about:

- Your ID card.
- Your Member Handbook.
- Your PCP.
- The emergency room.
- The 24/7 Nurse Call Line.
- Your medicine benefits.
- Behavioral health benefits.
- Well visits.

Important phone numbers

Member Services: **1-888-276-2020**

TTY for hearing impaired: **1-888-765-9586**

- Monday – Friday: 8 a.m. to 6 p.m.
- Saturday – Sunday: Open only for members with pharmacy-related calls, 8:30 a.m. to 5 p.m.

Nurse Call Line: **1-800-304-5436**

- 24 hours a day, seven days a week.

Check out our website

Visit www.selecthealthofsc.com to:

- Download your Member Handbook. You can find the handbook under the **Getting Started** section of the website.
- Search for a provider in the First Choice network. Click on **Find a Provider** on the homepage.
- Learn more about your benefits. You can find them in the **Benefits** section of the website or in the Member Handbook.
- Search for medicines in our Comprehensive Drug List. You can find a link in the **Member Tools** section of the website.
- Read your Member Rights and Responsibilities in the **Information for You** section of the website.
- Learn about our Care Management programs in the **Staying Healthy** section of our website.

Member portal

The First Choice member portal is a safe and simple way to access your PCP's information, recent medical history, and more.



To find the portal:

- Go to: www.selecthealthofsc.com
- Click on the **Members** section.
- Click on **Member Tools**.
- Click on **Member Portal**.

If you are a first-time user, use the **Register** link to sign up. To do this, you will need your member ID number. Then you will need to create a user ID and password. If you have already signed up, just log in.

And more!

Once you are signed up, you have access to:

- A health appraisal.
- A list of your recent medicines.
- Recent visits to your providers.
- Your health and claims history.
- Your PCP's contact information. You can change your PCP on the member portal.
- View the address and phone number we have listed for you. Call Member Services to make updates.
- Enroll in our Care Management programs.
- Health articles.
- Benefit details.



This information is safe. Your information can be accessed only by your personal login and password you set up when you registered.

Find us on social media!



Like and follow

First Choice by Select Health

(@firstchoicebyselecthealth) on



Facebook and Instagram for event information, health tips, member information, and more!

Download our app!

From the app you can see:

- An electronic version of your ID card and fax it from your phone to your health provider.
- Find a health care provider or pharmacy near you.
- And more!



Standard messaging and data fees may apply.

Emergency and urgent care

Emergency care is medical care you need right away. An emergency illness or injury can cause your whole body or parts of your body to stop working or to not work correctly. Some examples are chest pain, choking, trouble breathing, poisoning, a severe wound, and a broken bone.



Urgent care is for conditions that are serious but not emergencies. This is when you need attention from a provider, but not in the ER. Examples include having the flu, an earache, vomiting, diarrhea, or a rash.

If you believe there is an emergency, call **911**. Show your First Choice and Healthy Connections ID cards. Call your PCP and First Choice as soon as you can. If you need urgent care, or you are not sure which care you need, call your PCP or the 24/7 Nurse Call Line at **1-800-304-5436**.

To learn more about whether a health problem needs urgent or emergent care, go to **Members > Getting Care > When You Are Sick** on our website.

Dental care



Dental care is an important part of your health. Daily brushing and flossing, along with regular visits to the dentist, can help you avoid dental problems. Call DentaQuest at **1-888-307-6552** or visit **www.dentaquest.com** to learn about covered dental services and Medicaid dental providers in your area.

Child well visits

A well visit is a complete medical checkup. It is not just shots. Well visits make sure your baby, child, and teen are growing up healthy. If your child's PCP finds a problem, it is treated early and watched.



Getting a well visit is easy. Call your child's PCP to make an appointment. Tell them your child is a First Choice member. If you need help making your appointment, call Member Services at 1-888-276-2020.

You can find helpful well-child information by going to www.selecthealthofsc.com and clicking on **Staying Healthy**, then **Preventive Health Services** in the **Member** area of our website.

Well visits are provided at no cost for children from birth through age 21. Make sure your children get checkups at each of these ages:

- 3 – 5 days.
- 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.
- 12 months.
- 15 months.
- 18 months.
- 24 months.
- 30 months.
- Children ages 3 – 21 should have a well visit each year.



Translations and auxiliary aids

If you have limited English proficiency or any special needs, we can help. First Choice offers translation and interpretation services for key documents at no cost to you.



If you speak Spanish, you can talk with one of our bilingual associates directly.

If you speak a language other than English or Spanish, we can connect you with translation for more than 200 languages through the INTERPRETALK program.

To let us know your preferred language or contact an interpreter, call Member Services at **1-888-276-2020**. Your health care providers can also call us for an interpreter for you. We're available Monday through Friday, 8 a.m. – 6 p.m., and Saturday and Sunday for pharmacy-related calls, 8:30a.m. through 5:00 p.m. After hours, call the 24-hour Nurse Call Line at **1-800-304-5436** for an interpreter.

If you or your child is vision impaired or hard-of-hearing, let us know. We can give you our member materials in other formats, like Braille, large font, and audio tape. First Choice members can also get in-person translation when phone-based interpretation is not enough. For TTY service for hard-of-hearing people, call our TTY line at **1-888-765-9586**.



Adult preventive health care

First Choice members should go to their PCP for preventive care. Preventive care can help your family avoid some illnesses. It also helps your PCP find health problems early.

Preventive services include shots, routine lab tests, well-woman exams, mammograms, prenatal screenings, risk assessments, and adult physicals. Please go to our website at



www.selecthealthofsc.com for detailed information. You can find it by clicking on **Staying Healthy** then **Preventive Health Services**.

Preventive health services include:

- Women's health: well-woman exams, breast self-exams, mammograms.
- Prenatal care: regular visits with a provider during pregnancy.
- Adult health: preventive counseling, diet and exercise, adult vaccinations.



Pharmacy

Your medicine

First Choice members have access to most medicines that need a prescription, including some over-the-counter (OTC) medicines.



- There is a maximum 31-day supply for most medicine.
- Members may get a supply of certain medicines that lasts 90 calendar days to treat asthma, hypertension, diabetes, and high cholesterol. That means you get a three-month supply at once. Call your provider's office to ask for a 90-day prescription.
- Some medicines need prior approval. Members may get an emergency supply of medicine that will cover them for 72 hours while a prior authorization request is pending. A member is permitted one temporary supply per prescription number. Inhalers, diabetic test strips and supplies, and creams or lotions are exceptions to the supply limit because of how they are packaged. For those medicines, the member may receive the smallest package size available.

When you get a prescription, take it to a First Choice participating pharmacy. Call Member Services for a participating pharmacy near you. Make sure to show your First Choice and Healthy Connections ID cards.



If you are at the pharmacy and having trouble getting your medicine filled, don't leave. We may be able to help you get your medicine. Call Member Services at **1-888-276-2020** for assistance.

Comprehensive Drug List

First Choice uses a preferred list of medicines managed by the state. Visit **www.scdhhs.gov** to learn more.



We also use a Comprehensive Drug List, which you can review on our website at: **www.selecthealthofsc.com/apps/formulary-online**

You can also go to **<https://southcarolina.fhsc.com/providers/pdl.asp>** to view the list.

If the medicine you need is not on the list, it may need prior approval. This online list is updated throughout the year. If you do not have access to the internet and would like a copy of the list, call Member Services at **1-888-276-2020**.

Getting to and from your appointments

Transportation

You may be able to get rides to provider visits, dialysis, X-rays, lab work, pharmacy visits, or for other medical and behavioral health visits.



For non-emergency transportation, call the Medicaid transportation broker number in your region for a ride at least three days before your appointment:

- Region 1: 1-866-910-7688.
- Region 2: 1-866-445-6860.
- Region 3: 1-866-445-9954.

To cancel a ride, call the Medicaid transportation broker as soon as you can. Urgent trips may be accepted with less than three days' notice, or you can be reimbursed for mileage. Call the reservation line in your region to learn more about the mileage reimbursement benefit.

Visit www.selecthealthofsc.com and click on **Getting Care**, then **Using Your PCP**, or call Member Services to get help determining your region.

Resources to help you

We have many different programs and services to help you get the care you need. You can learn more about all types of **Care Management** in the **Staying Healthy** section of our website.

Rapid Response and Outreach Team

The First Choice Rapid Response and Outreach Team can help with your most urgent needs. Nurses and Care Connectors are ready to help you.

To talk to the Rapid Response and Outreach Team, call **1-888-276-2020** toll-free, and select the options for **Care Management/Rapid Response**, from 8 a.m. through 5 p.m.

Bright Start®

Bright Start helps support our members who are pregnant. For Bright Start, call **1-888-276-2020** toll-free, from 8 a.m. through 5 p.m.

Care Management

We have many programs to help our members with long-term illnesses and conditions, and we provide these programs at no cost to you.

- **Breathe Easy** is for members with asthma and respiratory conditions.
- **Heart First®** is our program for members with heart disease.
- **In Control** is for members with diabetes.
- Behavioral health helps teach members about their conditions and helps them find the care they need.
- The Care Management team works one-on-one with you if you have a complex health issue.

You can reach Care Management by calling **1-888-276-2020** toll-free and selecting the options for **Care Management/Rapid Response**, from 8 a.m. through 5 p.m.

Report fraud, waste, and abuse

Reporting is the law

If you think someone is misusing the Medicaid system through fraud, waste, or abuse, you should report it. Fraud is when a person intentionally deceives for financial or personal gain. Fraud can mean someone hides or misrepresents information. Waste is a careless use of resources. Inefficient practices can waste money, including in Medicaid care. Abuse is when something is used too much or in the wrong way, like an unneeded medical treatment. To report suspected fraud, waste, or abuse, contact:¹

First Choice's Fraud and Abuse Hotline **1-866-833-9718**

Mail: Special Investigation Unit
200 Stevens Drive
Mail Stop 13A
Philadelphia, PA 19113



First Choice's Compliance Hotline: **1-800-575-0417**

South Carolina's Division of Program Integrity Fraud and Abuse Hotline **1-888-364-3224**

Email: fraudres@scdhhs.gov

Mail: SC Fraud Hotline
Division of Program Integrity
P.O. Box 100210
Columbia, SC 29202-3210

For more information about fraud, waste, and abuse, please see your Member Handbook.

Source:

1. “What Is Considered Fraud, Waste, or Abuse?” Office of Inspector General, [https://oig.usaid.gov/node/221#:~:text=Fraud%20includes%20false%20representation%20of,detriment\)%20of%20the%20U.S.%20government](https://oig.usaid.gov/node/221#:~:text=Fraud%20includes%20false%20representation%20of,detriment)%20of%20the%20U.S.%20government)

If your primary language is not English, language services are available to you, free of charge.

Call **1-888-276-2020**

(TTY 1-888-765-9586).

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-276-2020 (TTY 1-888-765-9586).**

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