


FirstChoice
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 

SPRING 2019

Healthy NOW

www.selecthealthofsc.com

 @firstchoicebyselecthealth



Screenings for
kids of all ages

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asthma
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Tips to avoid
added sugars
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Notice of Non-Discrimination

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.

First Choice provides free aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, Braille, audio, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact First Choice at **1-888-276-2020** (TTY **1-888-765-9586**). We are available Monday – Friday (8 a.m. – 9 p.m.) and Saturday – Sunday (8 a.m. – 6 p.m.).

If you believe that First Choice has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- Grievance Supervisor First Choice Member Services
P.O. Box 40849, Charleston, SC 29423-0849
1-888-276-2020 (TDD/TTY **1-888-765-9586**)
Fax: **1-800-575-0419**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, First Choice Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 (TDD: **1-800-537-7697**)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



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SH-162106

Language services

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

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

Arabic:

إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-276-2020** (رقم هاتف الصم والبكم: **1-888-765-9586**) (TTY: **1-888-765-9586**).

Portuguese: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-276-2020** (TTY: **1-888-765-9586**).

Russian: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-276-2020** (TTY: **1-888-765-9586**).

Vietnamese: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-276-2020** (TTY: **1-888-765-9586**).

Brazilian Portuguese: Se você fala português do Brasil, os serviços de assistência em sua língua estão disponíveis para você de forma gratuita. Chame **1-888-276-2020** (TTY : **1-888-765-9586**).

Chinese: 如果您說中文，您可以免費獲得語言援助服務。請致電 **1-888-276-2020** (TTY: **1-888-765-9586**)。

Falam: Falam tawng thiam tu na si le tawng let nak asi mi **1-888-276-2020** (TTY: **1-888-765-9586**) ah tang ka pek tul lo in na ko thei.

Hindi: यदि आप हिंदी बोलते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएँ उपलब्ध हैं। काल करें: **1-888-276-2020** (TTY: **1-888-765-9586**)।

Korean: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-276-2020** (TTY: **1-888-765-9586**)번으로 전화해 주십시오.

Chin: Hakha holh a hmangmi na si ahcun man lo in holh leh piaknak lei bawmchanh khawh na si. Auh khawhnak: **1-888-276-2020** (TTY: **1-888-765-9586**).

French: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-276-2020** (ATS : **1-888-765-9586**).

Karen:

နမ့်ကတိံ ကညီ ကျိုင်အယိံ, နမန့် ကျိုင်အတိံမတလံလ
တလိုင်ဘျိုင်လိုင်စု နိတမံဘ်သ့န့လိံ. ကိံ:
1-888-276-2020 (TTY: **1-888-765-9586**).

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያገዝዙት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ **1-888-276-2020** (መስማት ለተሳናቸው: **1-888-765-9586**)።

Burmese: အကယ်၍ သင်သည်မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့် ငဲ့အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-888-276-2020** (TTY: **1-888-765-9586**) သို့ ခေါ်ဆိုပါ။



Spreading her truth to help save lives



Dianne Smalls, middle, stands with her family. Terry is next to her in the vest.

When Dianne Smalls' son, Terry, turned 18, he seemed to be the picture of good health. He had never been sick, Dianne says — not even with the flu or a bad cold. So when doctors detected a rare form of cancer in Terry, it came as a shock.

In their attempts to pinpoint the cancer's origin, doctors asked Dianne for Terry's pediatric health records. The cancer may have started during puberty, doctors explained, and a pediatrician would have noticed growth changes that may have acted as warnings.

"I said, 'He didn't go to the pediatrician since he was about 6 years old,'" Dianne said. "My eyes welled up."

Terry's tumors were not removable, and he passed away in 1996 at age 18, less than four months after first falling ill.

Today Dianne is a Community Outreach Educator at Select Health of South Carolina. She talks with many members who don't see a need to take their children to the doctor. "I tell them about my son," Dianne said. "And then they say, 'Oh, I'm going to make the appointment.'"

"Parents need to wake up," Dianne said. "And I think that's why I'm here — to wake people up. Yearly well visits could save your child's life."

What is fraud and abuse?

There are many types of fraud and abuse. These can include when health care providers bill for services you didn't get, charge too much money, or bill the wrong way. It is also fraud and abuse when people use member ID cards that are not theirs or people are on their plan who are not supposed to get coverage.

How can you help?

State law says you must report Medicaid fraud and abuse if you think there has been a violation.

To help, you can:

- Check your Explanation of Benefits (EOB), if you've gotten one, to make sure all information is right.
- Protect your health plan card and private information at all times.
- Count your pills each time you pick up medicine.
- Do not share your Healthy Connections ID number or Social Security Number with anyone over the phone.

Report it:

If you think someone is abusing the Medicaid system, you must report it. You can report it in any of the following ways.

Call any of these numbers:

- Select Health's Fraud and Abuse Hotline: **1-866-833-9718**.
- Select Health Compliance Hotline (secure and confidential 24 hours a day, seven days a week): **1-800-575-0417**.
- South Carolina's Division of Program Integrity Fraud and Abuse Hotline: **1-888-364-3224**.

Email South Carolina's Division of Program Integrity at fraudres@scdhhs.gov.

Mail a letter to:

- Special Investigation Unit, 200 Stevens Drive, Mail Stop 13A, Philadelphia, PA 19113.
- SC Fraud Hotline, Division of Program Integrity, P.O. Box 100210, Columbia, SC 29202-3210.

Screenings for children of all ages

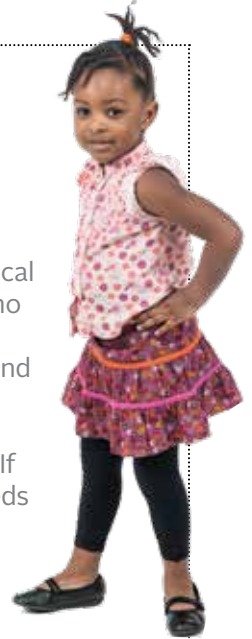
Infants/toddlers (birth through 2 years)

A baby needs six well visits by age 15 months. It's important for babies to have this many visits to check their health and growth. Before you leave the hospital, your newborn will have many screening tests. These tests make sure your baby is OK. But tests don't stop after the hospital. In the first year, your baby grows by leaps and bounds. Early screening tests make sure your little one grows at the right rate. The six well visits will also make sure your baby's shots are up to date. All children ages 6 months and older need a flu shot each year. Your child should have all childhood shots and a blood lead screening before age 2.



Toddler/early childhood (ages 3 through 6 years)

In the toddler and preschool years, your child's primary care provider (PCP) will watch physical growth. A PCP is the doctor who will help you with your health care needs. Your child's social and emotional growth soars during this time. The screening tests during this time are important. If there is anything your child needs help with, early therapies, such as speech or physical therapy, can lead to better results later. Your child needs a well visit and flu shot yearly.



School-age (ages 7 through 12 years)

Your school-age child could be at risk for health problems that are thought of as "adult" health issues. Kids at this age can show early signs of diabetes (high blood sugar). They can also have high blood pressure and high cholesterol. Thankfully, screening tests can alert us to these risks. And teaching our kids how to change their health habits can help stop these problems in the future. Immunizations (shots) are also important. They prevent some very serious diseases. Your child should have all preteen immunizations before age 13, and a flu shot yearly.



Teens (ages 13 through 19 years)

The teen years can be a hard time for both you and your child. Your child will be in new situations that can put his or her health at risk. Drugs, alcohol, sex, and depression can all impact your child's health. Their PCP will screen for these risks. He or she will also perform universal screenings for infections that don't usually have any symptoms (starting at age 16). The PCP will also check your child's general health. Your teen needs a flu shot each year.



Free well-child visits include sports physicals

Did you know that well-child visits include everything needed for a sports physical, and more? Children should get well-child visits once a year from birth through age 21. Please call Member Services at 1-888-276-2020 (TTY 1-888-765-9586) for help making an appointment.

Seeing your health care provider and getting medicine

See the back cover for ways First Choice can help you get the care you need!

Medical services

You should be scheduled for regular and well visits within four weeks of your request to see a primary care provider (PCP).

- Schedule well visits no later than four weeks before you need to have them. Schedule them sooner if you can.
- Make every effort to keep scheduled visits.
- Call your PCP's office if you must cancel a visit. Some PCP offices have "no show" policies. These can stop you from being seen by any of your PCP's locations if you do not show up for a scheduled appointment without canceling.

You can get an appointment for urgent, non-emergency care within 48 hours of asking your PCP for it.

- Ask your PCP about walk-in and after-hours care.
- Check our online Provider Directory for an urgent care clinic near you. Go to www.selecthealthofsc.com. Click Members at the top, then Member tools on the left. Then click Find a doctor to go to the searchable Provider Directory.

Your wait time should not be 45 minutes beyond your appointment time.

- Come early. Your visit may be canceled if you are late.
- Bring your Healthy Connections and First Choice ID cards to each visit.
- Be ready to fill out paperwork.

A specialist is a doctor who practices a certain area of medicine. If you are making a specialist appointment, you should be seen within 12 weeks.

- You do not have to have a referral to see a First Choice specialist.
- Make every effort to keep scheduled appointments.

Some medical services require prior approval (permission) to make sure you get the necessary care. It is your health care provider's responsibility to get prior approval.

It's important that your child see an age-appropriate doctor: a pediatrician when they are infants and children, and a general primary care provider when they become adults. If you need help getting age-appropriate care for your child, please call Member Services for help.

Prescriptions

First Choice has an online preferred drug list (PDL).

- The PDL lets you see which medicines are preferred.
- Ask your PCP to check the PDL before prescribing medicine.

There are no prescription limits. You can now get more than four prescriptions a month.

- Some medicines need prior approval.
- Certain medicines have limitations.

Some medicines will only be approved after others have been tried first.

- Some medicines are part of a Fail First or Step Therapy program. This means you must have tried and failed other drugs first before the drug requested can be approved.

First Choice will make a decision about prior approval within 24 hours of getting the proper needed medical information.

- If First Choice is unable to make a decision within 24 hours, 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.

Specialty Medicines and Specialty Pharmacy

Some medicines may require special handling and storage, such as temperature control. They often treat complex, chronic conditions, such as rheumatoid arthritis, multiple sclerosis, and psoriasis. We call these specialty medicines and they may only be available from a specialty pharmacy. They may not be available at your local pharmacy.

Specialty drugs can be difficult to administer. They may be given by injection or infusion. Patients taking these medicines may need regular visits with their PCP to manage side effects.

First Choice has chosen PerformSpecialty® to provide specialty pharmacy services for members. Prescriptions for specialty medicines will be filled by PerformSpecialty. If you want to choose another specialty pharmacy, or if you have questions, including identifying whether your medicine is a specialty medicine, please let us know. Call Member Services at 1-888-276-2020 (TTY 1-888-765-9586).

First Choice Fit[®]: The perfect fit for South Carolina's children

First ChoiceSM by Select Health of South Carolina has helped the state's children stay healthy for more than 20 years. Since 2013, we've made fitness fun with First Choice Fit. This program has helped hundreds of kids younger than age 21 improve their health through education and fun activities. Now, First Choice Fit is taking the game to the next level.

In 2019, First Choice Fit is expanding. Being First Choice Fit means eating right, being active, and seeing your doctor — even if you haven't been sick. This year, there are more fun programs and events than ever to help South Carolina's kids be First Choice Fit.

Our football camps are the hallmark event for First Choice Fit. First Choice has worked

with Marcus Lattimore, former University of South Carolina star running back and San Francisco 49er, to offer football camps for kids ages 5 through 12. Kids run through football drills, and are encouraged to eat healthy and see a primary care provider (PCP) every year for a well visit.

New to First Choice Fit this year are our health heroes, FIT Boy and FIT Girl. These heroes promote healthy habits while fighting off bad guys like germs and couch potatoes. With the help of parents, kids can commit to being First Choice Fit by eating healthy food, staying active, and getting their annual well visits. They can even show their pride by posting a selfie being healthy and tagging themselves **#FirstChoiceFit** on

Facebook, with parent permission.

"Getting our kids healthier is what I'm all about," Marcus says. "I'm part of the First Choice Fit campaign because I love South Carolina, and I just want to see our state get better. Through this great platform with Select Health, we're helping our youth to be more conscious of their health."

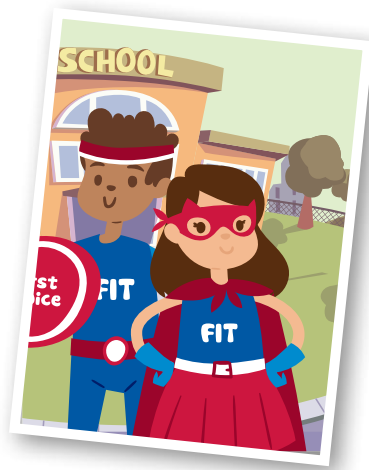
The First Choice Fit Marcus Lattimore Football Camps have been scheduled! First Choice members, call our community center at **1-888-676-9588** to register. Non-members, please register at www.marcuslattimore.com.

March 2: Charleston

April 13: Myrtle Beach

May 4: Spartanburg

May 11: Columbia



Protect yourself, your family, and your community: Get your shots

Vaccines have slowed or stopped the spread of many diseases in the United States. They expose your body to weak or dead versions of germs or viruses that cause disease. Your immune system then builds up resources to fight those bugs in the future.

Still, every few years, an outbreak rears its ugly head. These outbreaks mainly occur among groups with low vaccination rates. The Centers for Disease Control and Prevention (CDC) recommends that kids get these shots:

- **Diphtheria, tetanus, and pertussis (whooping cough) (DTaP):** 2 months, 4 months, 6 months, 15

to 18 months, and 4 to 6 years.

- **Haemophilus influenzae type b (Hib):** 2 months, 4 months, sometimes 6 months, and 12 to 15 months.
- **Hepatitis A (Hep A):** two doses between 12 and 23 months.
- **Hepatitis B (Hep B):** birth, 1 to 2 months, and 6 to 18 months.
- **Influenza (flu):** one or two doses yearly, beginning at 6 months (and continuing throughout adulthood).
- **Measles, mumps, and rubella (MMR):** 12 to 15 months and 4 to 6 years. The Centers for Disease Control and Prevention says that

children should get the first dose between ages 6 and 11 months if they will be traveling or living abroad.

- **Pneumococcal (PCV):** 2 months, 4 months, 6 months, and 12 to 15 months.
- **Polio:** 2 months, 4 months, 6 to 18 months, and 4 to 6 years.
- **Rotavirus (RV):** 2 months, 4 months, and sometimes 6 months.
- **Varicella (chickenpox):** 12 to 15 months and 4 to 6 years.
- **Human papillomavirus (HPV):** two-dose series at 11 to 12 years.
- **Meningococcal conjugate:** 11 to 12 years, booster shot at 16 years.

Managing your child's asthma medicines



A breath of fresh air

Breathe Easy is a care management program for members with asthma or other respiratory conditions. Visit www.selecthealthofsc.com or call 1-888-276-2020 for more information.

First Choice will cover the cost of an extra rescue inhaler for your child to take to school. Talk with your child's doctor if your child needs an extra rescue inhaler. Also give the school nurse a copy of the action plan and consent forms. That way, your child will have easy access to medicine when he or she needs it.

You want your child to succeed at everything. This includes asthma control. You can help. Make sure your child has the right medicines on hand.

Most kids with asthma take two types of medicine. Controller medicines help manage asthma over time to reduce the swelling and mucus in the airway. This makes the airway less sensitive and helps prevent an asthma attack. For controller medicines to work, you must take them every day, even when you feel fine and are breathing easily.

Rescue medicines are used during asthma attacks to relax tight muscles around your airway so that you can breathe easier. Together, they can help your child live a healthy, active life with few symptoms.

Watch your supplies

Make sure you're well-prepared for managing your child's asthma. Review your medicine cabinet often. Check expiration dates. Dispose of old pills or canisters. Outdated medicines may not be as effective and can even harm your child.

Refill your child's medicines early so that you never run out.

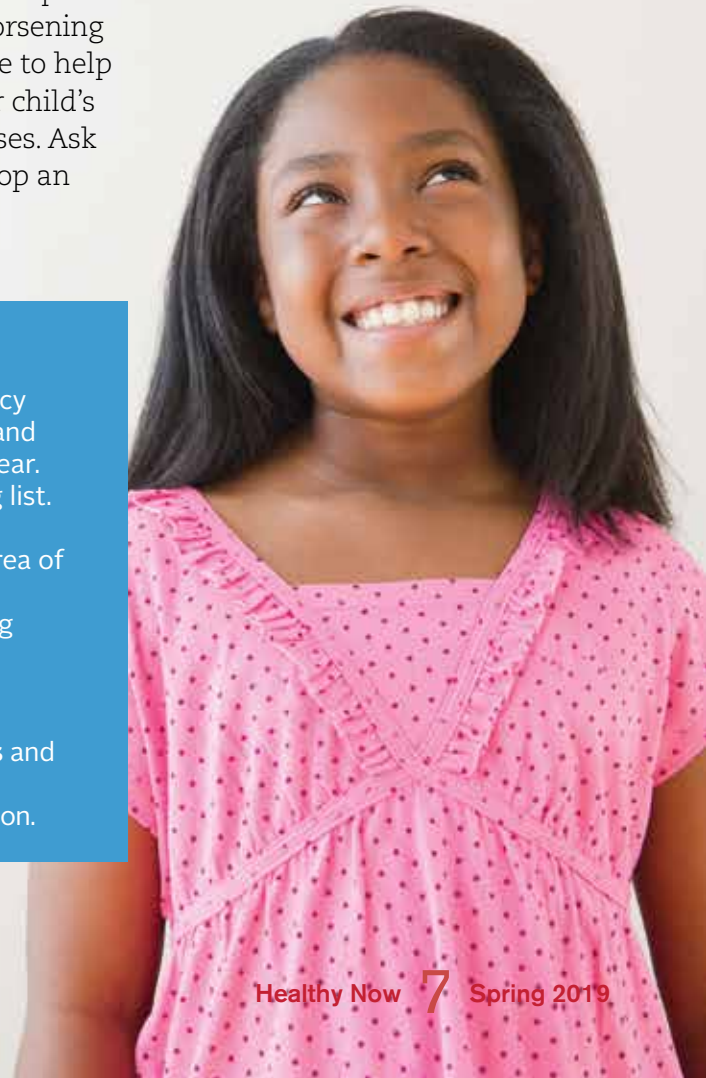
Work with your child's school

In most cases, your child will need to take asthma medicine during the day. Every child with asthma should have a written asthma action plan. This explains how to spot and treat worsening asthma. The plan is there to help you, your child, and your child's teachers and school nurses. Ask your child's PCP to develop an asthma action plan.

Medicine updates

Please visit www.selecthealthofsc.com for up-to-date pharmacy information. This includes changes approved by the Pharmacy and Therapeutics Committee. This committee meets four times a year. Members vote on which medicines to add to the preferred drug list. The website also includes:

- Preferred drug list updates. These are in the **Member tools** area of the website.
- New prior authorization criteria and procedures for submitting a prior authorization request. Click on **Benefits**. Then click **Prescription benefits**. Finally, click **Prior approvals and authorizations**.
- Pharmacy benefit restrictions. Find these by clicking **Benefits** and then **Prescription benefits**.
- Drug recall information. Find this in the **Information for you** section.



Postpartum depression versus postpartum anxiety: Know the difference

You've probably heard of postpartum depression. This is serious, long-lasting depression that starts after giving birth. What you might not know about is postpartum anxiety. This is just as common and disabling.

Here's what to watch for and how to tell the difference between the two.

More than baby blues

Postpartum depression can start anytime in the first year after giving birth. It usually starts one to three weeks afterward. It affects 10 percent to 20 percent of new moms.

Watch for these symptoms:

- Feeling sad, hopeless, or overwhelmed.
- Losing interest in things you once enjoyed.
- Being uninterested in your baby.
- Lacking energy and motivation.

- Having trouble paying attention or making decisions.
- Feeling worthless or guilty.
- Withdrawing from other people.
- Thinking about hurting yourself or your baby.

Do you have these symptoms? If so, tell a loved one. And contact your health care provider.

Out-of-control worries

Postpartum anxiety gets less attention than postpartum depression. But it affects up to 20 percent of new mothers.

Watch for these symptoms:

- Worrying a lot about a lot of things. For example, you might worry a lot about your baby's well-being, your parenting ability, and your finances.
- Feeling restless, keyed up, or irritable.
- Having stress-related physical symptoms. Examples are muscle tension or an upset stomach.
- Being unable to concentrate or feeling like your mind has gone blank.

Do you have these symptoms? If so, reach out for help.

What these conditions have in common

Having postpartum depression or postpartum anxiety doesn't mean you're a bad mother. It just means you have a common disorder. Luckily, it is very treatable.



BRIGHTSTART

Care for mom and baby

You need to take care of yourself to take care of others. Our Bright Start program extends beyond birth, through the postpartum period. Call us at **1-888-276-2020** or visit www.selecthealthofsc.com to get the help you need today.

Help teens work through problems

Teens may struggle with a lot. Parents can feel overwhelmed as they try to help their kids. What are the differences between normal adolescent behavior and a troubled response?

The information below can help you spot symptoms of mental or emotional problems and seek treatment.

Q: What can I do to help prevent mental health problems in my teen?

A: Establish and maintain an open, loving relationship:

- Build a relationship that includes trust, honesty, and respect.
- Allow teens to express age-appropriate independence.



How to sign up for Care Management program

We have Care Managers to help keep you healthy. Our Care Management programs help with long-term illnesses, injuries, pregnancy, and mental health. We have health programs for asthma, pregnancy, heart problems, and diabetes. There are many ways you can join one of these free programs. You can ask your PCP to do it. Or you can refer yourself. Just call us at **1-888-276-2020, ext. 55251**. Or, log in to the Member Portal and go to Enroll in a Special Program. We can:

- Give you or your caregiver your health evaluation.
- Help you get medicines and medically needed equipment and supplies.
- Arrange for rides.
- Find specialists.
- And more.

Some people may have more than one health issue. They need complex care management. Are you a member who feels you would benefit from complex care management? If so, you can be referred into that. Referrals can come from a health care provider, a discharge planner, a care manager who works in one of the programs listed below, or a caregiver. Or you can refer yourself. Just call us at **1-888-276-2020, ext. 55251**.

Want to learn more about these conditions and how to stay healthy? Join one of these programs:



For members with heart disease.



For members with asthma.



For members with diabetes.



For pregnant members.

- Encourage your children to talk with you when they're struggling, confused, or stressed.

Q: What are the warning signs of mental health problems?

A: These signs and symptoms need attention:

- Agitation.
- Gaining or losing weight.
- Trouble in school, including an unexpected drop in grades.
- Signs of depression, such as a lot of isolation.
- Lack of interest in people or activities.
- Sleeping too much or too little.
- Destructive behaviors.
- Substance use.

Do you think your child may have a serious problem? If so, ask him or her about it. You should also talk with your teen's PCP. He or she can provide an assessment or referrals for counseling and treatment.

Q: What treatments help teens?

A: Here are some effective therapies:

- Cognitive behavior therapy. This aims to help teens replace harmful thought patterns with positive feelings.
- Family therapy. This helps parents, teens, and siblings function more positively.
- Group therapy. This brings several teens together with a therapist. Together they promote positive interactions and increase understanding of mental illness.

We have free programs to help with your education

First Choice offers two programs to help our members with their education. Both programs are free.

1. Mission GED helps cover the cost of the GED exam and one retake, if needed.

2. Reading Assistance Services helps you get reading and writing skills. It links you with community-based adult literacy or limited English proficiency programs.

To participate in either program, you must:

- Be an eligible First Choice member at the time of enrollment into the program.
- Be at least 19 years or older.
- Not currently have a high school diploma or GED.

You can fill out the application online.

Go to **www.selecthealthofsc.com**.

Or print it, fill it out, and mail it. You can also ask Member Services to send you a form. Call them at **1-888-276-2020 (TTY 1-888-765-9586)**. Mail the filled-out form to Select Health of South Carolina, Attention: GED Program/Reading Assistance Services, P.O. Box 40849, Charleston, SC 29423.

To find out more, email us at **ged@selecthealthofsc.com** or **read@selecthealthofsc.com**. Or call **1-888-676-9588**.

Skip the sweet talk

Parents, it's time to swipe that candy from your baby, kid, or teen. And grab the sweet breakfast cereal, soda, fruit-flavored drinks, and yogurt, too.

Added sugars can harm your child's health. Added sugars are put in during food processing. They're different from sugars that are naturally in foods like milk or fruit. They provide calories with no nutrients. This leads to weight gain. They've also been linked to health problems. These include tooth decay, type 2 diabetes, obesity, and heart disease.

The U.S. Food and Drug Administration now requires nutrition labels to include added sugars. You can take steps to cut your child's sugar intake. Serve water instead of soda. Add fruit instead of sugar to plain oatmeal, yogurt, and cereal.



Select Health of South Carolina's First Choice Medicaid plan is the **top-rated Medicaid health plan in the state**. The plan got a **4 out of 5 rating** in the National Committee for Quality Assurance's Medicaid Health Insurance Plan Ratings 2018 – 2019. It is the **ninth consecutive year** that **Select Health** has been South Carolina's top Medicaid health plan.



Chocolate cherry protein bowls

- ½ cup 1 percent cottage cheese
- 1 cup frozen or fresh pitted cherries, divided
- 1 tablespoon unsweetened cocoa powder
- 1 tablespoon honey
- 1 teaspoon vanilla extract
- 2 teaspoon almond flour or almond slivers

Place cottage cheese, ⅓ cup cherries, cocoa powder, honey, and vanilla extract into a blender fitted with a standard blade. Blend until smooth, about one minute. Divide into two bowls. Top each with ⅓ cup cherries and 1 teaspoon almond flour or almond slivers.

Serves two. Serving size is ½ protein mix, ⅓ cup cherries, and 1 teaspoon almond flour or slivers. Each serving contains about 159 calories, 2 g fat (0 g saturated fat, 0 g trans fat), 2 mg cholesterol, 231 mg sodium, 25 g carbohydrate, 2 g fiber, 21 g sugars, and 9 g protein.

Please help us improve!



First Choice sends out a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey each year to evaluate services important to you. Around the start of each year, the survey is mailed to a random sample of members. The survey tells us how you feel about your health care providers, our plan, and the care you receive. It helps us improve our programs to better support our mission to help people get quality care, stay well, and build healthy communities. We will mail the next CAHPS survey in early 2019. If you get one, please fill it out and mail it back in the prepaid envelope provided. For more information, visit www.selecthealthofsc.com. Or call Member Services toll free at **1-888-276-2020**.



Use your benefits in the right way

At First Choice, we work with you and your primary care provider to make sure your benefits are used the right and most cost-efficient way. First Choice makes decisions based on the care, services, and your coverage. We do not give rewards or money to our staff, providers, or anyone else for denying, limiting, or delaying health care coverage or services. Please call Member Services to ask about specific services and benefits that First Choice covers.

We are here to help! Do you have questions about a pending authorization or denial? We are here to help with utilization management concerns during and after normal business hours. We also have free TTY and language services for members. Please call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).



Stay healthy by keeping your First Choice and Healthy Connections benefits!

To keep getting Healthy Connections and First Choice benefits, members must fill out Healthy Connections eligibility forms yearly. When you get the Annual Review Form from Healthy Connections, you must fill it out and return it within 30 calendar days from the date on the form. If you have questions or need help with the form:

- Go to www.SCDHHS.gov.
- Call the South Carolina Department of Health and Human Services (SCDHHS) Help Center at **1-888-549-0820**.
- Visit an SCDHHS county eligibility office in your area.
- Call First Choice Member Services at **1-888-276-2020**.

Return the Annual Review Form to:
SCDHHS-Central Mail
P.O. Box 100101
Columbia, SC 29202-3101

Do you have questions or need a form sent to you? If so, call Healthy Connections at **1-888-549-0820** or First Choice Member Services at **1-888-276-2020**.

**Keep your
benefits!**
See page 11

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First Choice is here for you! This newsletter and other materials are translated into Spanish and can be found on our website at www.selecthealthofsc.com. If you need help with translations of other documents, or in other languages, please call Member Services at **1-888-276-2020**.

Disponibilidad de traducción

¡First Choice está aquí para usted! Este boletín informativo y otros materiales están traducidos al español, y se pueden encontrar en nuestro sitio de Internet en www.selecthealthofsc.com. Si necesita ayuda con traducciones de otros documentos, o en otros idiomas, llame a Servicios al Miembro al **1-888-276-2020**.

Let us help you get the care you need!


- We can help you schedule a health care provider visit if your appointment is not set within the appropriate time frame.
- Let us know if you have a long wait time at your provider's office.
- We can also help you get your medicines filled. Call Member Services before you leave the pharmacy for assistance.
- It is important to keep your appointments! Member Services can help arrange transportation for you to get to and from health care provider visits or to pick up your medicine from a pharmacy.



We are here to help you get care and stay well! Please call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**), 24 hours a day, seven days a week.

Go to www.selecthealthofsc.com to find resources like the Member Handbook, Copay Reference Guide, and online Provider Directory for your First Choice plan. Do you need a printed copy of these items? Please call Member Services at **1-888-276-2020** (TTY **1-888-765-9586**).

New! You can also find our new online calendar of community events. It's at the bottom of our community web page.

 **New!** Check out our Facebook page! Look for First Choice by Select Health (@[firstchoicebyselecthealth](https://www.facebook.com/firstchoicebyselecthealth)) on Facebook. You'll find health tips, event notices, and information for members!



First Choice Member Services
P.O. Box 40849
Charleston, SC 29423



Member Services:
1-888-276-2020
TTY for the hearing impaired:
1-888-765-9586



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