

We can help if you “Let Us Know”

Select Health encourages providers to refer chronically ill members to our Rapid Response and Outreach Team or to Care Management by submitting a Let Us Know member intervention request form.

The Rapid Response and Outreach Team addresses the urgent needs of our members and supports providers and their staff by facilitating access to services such as transportation assistance and home health care. Our Care Management department supports providers' care plans and assists members with overcoming barriers to achieving their health care goals.

The Care Management program supports your care plans for members with chronic diseases, such as asthma, diabetes, and coronary artery disease. High-risk members will be assigned to a Care Manager for one-on-one education and follow-up.

To relieve some of your administrative burden, we have created a form that you can complete and submit online. To refer a member, visit the Select Health website and complete the **Member Intervention Request Form**. Upon completing it, click the **submit** button at the bottom of the form, and it will be sent directly to the Rapid Response and Outreach Team. The form may also be accessed on the NaviNet plan central page.

Preferred allergy products

Changes in the weather can trigger allergy symptoms in many patients. Select Health would like to remind you of the common generic allergy treatments listed on our PDL:

- Over-the-counter (OTC) cetirizine and cetirizine/pseudoephedrine.
- OTC levocetirizine.
- OTC loratadine and loratadine/pseudoephedrine.
- OTC Flonase® nasal spray.
- OTC ketotifen eye drops, quantity limit 10ml/30 days.

Prescriptions for preferred medications listed above do not require prior authorization unless the quantity exceeds the dosing limits in the product labeling.

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Drug updates

Please visit the Pharmacy Services section of our website at www.selecthealthofsc.com/provider/member-care/member-pharmacy-services.aspx for up-to-date pharmacy information, including:

- Changes approved by the Pharmacy and Therapeutics Committee.
- Preferred drug list (PDL) updates.
- Drug recalls.
- Updated pharmaceutical management procedures.
- Prior authorization criteria and procedures for submitting a prior authorization request.

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)**.

Allergy treatments that require step therapy or are non-preferred on our PDL include:

- OTC fexofenadine (requires step therapy, including trial and failure of a loratadine product, a cetirizine product, and/or a levocetirizine product for at least four weeks).
- Veramyst® nasal spray (non-preferred).
- Rhinocort® nasal spray (non-preferred).
- Patanol® eye drops (requires step therapy, including trial and failure of ketotifen eye drops).
- Pataday™ eye drops (non-preferred).

Members receiving prescriptions that require step therapy will have their previous claims history reviewed automatically for trial and failure of corresponding products. If corresponding products are provided in the claims history, the medication requiring step therapy will automatically be approved. If not, prior authorization will be required. Prescriptions for non-preferred medication will require prior authorization.

To avoid delays for your patients at the pharmacy, please consider prescribing preferred products whenever possible.

Electronic funds transfer

Select Health has a partnership with Change Healthcare (formerly Emdeon) to give providers the option to receive payments through electronic funds transfer (EFT) or direct deposit.

Benefits of using EFT include:

- Fast, easy, secure payments.
- Elimination of checks lost in the mail.
- Reduction in paper remittance advices.
- The ability to view and print remittance advices online.

To register for EFT, complete the E-Payment Enrollment Authorization Form located on the Select Health website at www.selecthealthofsc.com/provider/claims-billing/eft.aspx.

When filling out the authorization form, you will be asked for a trading partner ID; this is your Select Health-assigned provider ID. If you do not know your provider ID number, it can be found on your paper remittance advice or by contacting your Provider Network Management Account Executive.

After your registration is complete, you will receive a small test deposit (less than a dollar). You must confirm receipt of this deposit for your EFT account to be activated.

Once you receive an email confirmation that your EFT account has been activated, you can expect an EFT within the following two weeks. Select Health runs claims checks on Monday and Wednesday evenings. Your EFT deposits will occur on Thursdays and Mondays, respectively.

Pharmacy reminder

Effective March 1, 2018, First Choice by Select Health of South Carolina implemented benefit limitations for any opioid prescription that exceeds 90 morphine milligram equivalents (MME) per day and/or exceeds a five-day supply for opioid-naïve members.

Requests for opioid prescriptions that exceed these limitations require prior authorization. Approval for an opioid exceeding these limitations will be based on documentation that supports and justifies medical necessity.

Certain specialty providers, such as hematologists and oncologists, are exempt from these opioid limitations. Providers can check their opioid exemption status by calling Provider Services at **1-800-741-6605**.

South Carolina requires prescribers under certain circumstances to review a patient's controlled substance prescription history before issuing a prescription for a Schedule II controlled substance. (See S.C. Code § 44-53-1645.) The South Carolina Department of Health and Environmental Control maintains the South Carolina Reporting and Identification Prescription Tracking System (SCRIPTS) for this purpose. A SCRIPTS report shows a patient's South Carolina dispensing history for Schedule II, III, and IV controlled substances.

For additional information and tools on opioid prescribing, please visit:

- Centers for Disease Control and Prevention: www.cdc.gov/drugoverdose/pdf/guidelines_factsheet-a.pdf.
- MME calculator: www.agencymeddirectors.wa.gov/calculator/dosecalculator.htm.
- SCRIPTS portal: www.scdhec.gov/Health/FHPF/DrugControlRegisterVerify/PrescriptionMonitoring.
- South Carolina Department of Alcohol and Other Drug Abuse Services (DAODAS) opioid campaign: www.justplainkillers.com.

OB/GYN REMINDERS: Postpartum visits

Use the correct postpartum visit code 21 to 56 days after delivery to correctly identify a postpartum visit. The postpartum visit is separately reimbursed and is not bundled into the reimbursement for delivery.

The following are tips to ensure our First Choice members receive their postpartum visits within three to eight weeks:

- Schedule the visit four to five weeks (instead of six weeks) after delivery. If the appointment is missed or needs to be rescheduled, there will still be enough time to do so before eight weeks.
- Schedule postpartum visits before delivery, within four weeks of the expected delivery date.
- During the prenatal period, make sure patients know they will need a postpartum checkup.
- Actively reach out to patients who do not attend their appointments (no shows).
- Document “postpartum care” or “PPV” in the progress note for any visits that occur three to eight weeks after delivery and include at least one of the following:
 - Pelvic exam.
 - Evaluation of weight, blood pressure, breasts, and abdomen.
 - Notation of postpartum care, PP care, PP check, or six-week check or use of a preprinted postpartum care form to document the visit.

Use the most current Healthcare Effectiveness Data and Information Set (HEDIS®) codes to get credit for postpartum visits.

Pregnancy risk assessment forms

To obtain authorization for prenatal and postpartum care, OB providers are asked to fax a completed prenatal risk assessment form for First Choice members after the first prenatal visit to **1-866-533-5493** or to complete an online authorization through the NaviNet provider portal.

Please call our prenatal outreach staff at **1-888-559-1010, ext. 55251** with any questions about this process. You may also submit any questions via email to value@selecthealthofsc.com.

DID YOU KNOW?

Providers need to secure patient protected health information

Providers who render home visits must keep member protected health information (PHI) (e.g., medical records) secure. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) sets the standard for protecting sensitive patient data. Any entity that deals with PHI must ensure that technical, physical, and administrative safeguards are in place and followed. These security measures apply to visits in the office and the home.

If it is necessary to transport PHI, be sure to use a secure means of transportation (for instance, a locked file box).

Our members entrust their health care to you. This includes taking care of their PHI.

BEHAVIORAL HEALTH REMINDER

Psychological and neuropsychological testing requests

The most recent version of the Psychological and Neuropsychological Testing Request Form includes the standard time parameters for each test. The form was redesigned to eliminate the need for providers to submit multiple requests.

The form is located on the Select Health website at www.selecthealthofsc.com/pdf/provider/forms/bh-testing-form.pdf. Please ensure that you are submitting your requests using the redesigned form.

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
1801 Main Street
Columbia, SC 29202