

## Select News

### August 2024

This newsletter can also be viewed on the [Provider Newsletters and Updates](#) page at [www.selecthealthofsc.com](http://www.selecthealthofsc.com). You also can [sign up](#) there to receive our monthly newsletter via email.

### Message from the Market President

As we move into August, the start of a new school year, and promises of fall, we are excited to celebrate the successes we've achieved together over the past year. Our health plan has continued to grow and evolve to better serve our members in South Carolina, and a largely thanks to your dedication and partnership.

I'm particularly proud of the programmatic changes we recently implemented in July in collaboration with the South Carolina Department of Health and Human Services (SCDHHS). These enhancements will streamline processes and help us elevate the quality of care delivered to our shared members.

I'm thrilled to see so many of you embracing summer wellness initiatives and encouraging our members to take advantage of preventive care services, such as a well child visit. Simple steps like helping to ensure members are up to date on immunizations, cancer screenings, and routine checkups can make a big difference in maintaining overall health. It is also a great time of the year to remind patients to complete the annual review form from SCDHHS. Back to school marks an important time for our members, your patients, to maintain Medicaid benefits, particularly our children. Please remind your patients to check their eligibility at <https://scdhhs.gov/> and complete annual renewal forms in time to prevent gaps in coverage.

Lastly, as a reminder, Select Health covers extra benefits for our members to promote health and close social determinants of health gaps. From swim lessons to ensure water safety to GED and college scholarships support to improve education in our state, please feel free to share these options and opportunities with your patients and our members.

Thank you, again, for your participation in our Select Health network and your commitment to the care of our First Choice members. We could not do this without you, and we are so grateful.



Courtney Thompson, Market President



## August is Immunization Awareness Month

According to SCDHHS, providers must follow the Advisory Committee on Immunization Practices (ACIP) recommendations on vaccines for both children and adults. For an age-appropriate immunization schedule, refer to the Centers for Disease Control and Prevention (CDC) [website](https://www.cdc.gov/vaccines/index.html) at <https://www.cdc.gov/vaccines/index.html>

### Medicaid Eligibility Renewals Continue- Reach Out to Ensure Continued Eligibility

Medicaid enrollees must complete a review process each year to verify their continued eligibility. This annual review is essential to retaining access to the healthcare benefits they depend on.

We regularly reach out to our members to ensure they complete this form. We encourage you to proactively reach out to your Medicaid patients before they come in for a visit to be sure they are up to date on the annual review.

By working together to keep your patients Medicaid-enrolled, we can avoid lapses in coverage and ensure seamless continuity of care. Our [account executive](#) team is happy to partner with you on messaging that can help encourage members to complete the annual review. We're committed to collaborating with you to safeguard your patients' healthcare access and maintain the high-quality care they deserve, even during transition periods. Let's continue to prioritize this important task and set our Medicaid members up for success.

### Quality Corner

#### CDC urges strong and consistent recommendation of the human papillomavirus vaccine (HPV)

According to the CDC, HPV infection causes around 37,000 cancer diagnoses each year. The HPV vaccine protects against six cancers caused from the infection including head, neck, cervical, and anal, as well as genital warts. The vaccine provides the best protection when given at age 11 or 12 years. Researchers at the Medical University of South Carolina (MUSC) Hollings Cancer Center, are reporting low vaccination rates around the state, citing it as a "major public health problem." They fear these low rates may lead to a future escalation of cancer diagnoses.

One of the main reasons parents give for not vaccinating their adolescents is that the HPV vaccine was ***not recommended to them by their child's healthcare provider***. CDC urges healthcare providers to strongly and consistently recommend the HPV vaccine. CDC's "Talking to Parents about HPV Vaccine," available at [https://www.cdc.gov/hpv/media/pdfs/2024/07/talking\\_to\\_parents HPV.pdf](https://www.cdc.gov/hpv/media/pdfs/2024/07/talking_to_parents_HP.V.pdf), can help providers with these conversations. For more detailed information about HPV vaccination strategies for providers, visit [www.cdc.gov/vaccines/partners/routine-immunizations-lets-rise.html](http://www.cdc.gov/vaccines/partners/routine-immunizations-lets-rise.html)

### HEDIS reminders

- Review your monthly **Healthcare Effectiveness Data and Information Set (HEDIS) reports available in NaviNet** <https://navinet.net>.

Ask your [account executive](#) about monthly Quality meetings and data exchange.

## Healthy Now, our Member Newsletter, is Available



The [Summer 2024 issue](https://www.selecthealthofsc.com/pdf/member/eng/info/newsletter/2024/summer-2024-healthy-now.pdf) of Healthy Now, our member newsletter, highlights:

<https://www.selecthealthofsc.com/pdf/member/eng/info/newsletter/2024/summer-2024-healthy-now.pdf>

- Vouchers for youth sports programs at participating local YMCAs.
- Tips to prepare for a hurricane. (*Did you know we provide hurricane emergency kits for members?*)
- Signs of anxiety in children.

## Benefit Update Reminders

In accordance with SCDHHS guidelines, the following benefits were added to coverage for First Choice members.

- **Mild obstructive sleep apnea (OSA) treatment**  
Effective April 1, 2024, SCDHHS added a new durable medical equipment (DME) service for mild obstructive sleep apnea. eXciteOSA is an FDA-authorized device for patients 18 years or older. This device delivers electrical stimulation to the tongue during daytime therapy sessions. No prior authorization is required, but a diagnosis of mild OSA via sleep study is necessary and must be documented in the patient's record. <https://www.scdhhs.gov/communications/mild-obstructive-sleep-apnea-osa-treatment>
- **New autism spectrum disorder (ASD) codes effective July 1, 2024**  
<https://www.scdhhs.gov/communications/provider-updates-aba-autism-spectrum-disorder-asd-services>

Title	Codes	Limitation reminder
Identification assessment (ABA)	97152	32 units/day RBT required
Multiple-family adaptive behavior treatment (without patient present)	97157	16 units/day BCBA required
Behavior identification supporting assessment	0362T	16 units/day BCBA, BCaBA, RBT
Adaptive behavior treatment by protocol	0373T	32 units/day (total time elapsed) PhD, MD, LISW, LMFT, LPC, LPES required

## Foster Care: Initial Well-Visits Are Required

In accordance with the American Association of Pediatrics, when a child enters foster care, they must have an initial well-visit, preferably within 7 days but no longer than 30 days of entering care, as well as at least 2 well-visits per year as determined by age.

Under 6 months old	6 months – 24 months	Over 24 months – 21 years old
Monthly	Every 3 months	Every 6 months

- **Select Health will cover the well-visit even if the child received one earlier in the year.**
  - Use 99358 Code with UA modifier, which is defined as “initial visit with patient in foster care” by SCDHHS. This code should be submitted along with the appropriate E/M or well-visit code for the direct patient care component, which provides reimbursement for the non-direct care activities associated with an initial visit, such as record collection and coordination with various providers and state agencies.

*Did you know that if a child comes in for a sick visit and is also due for a well visit, you can combine both visits? Well-child visits on the same day as sick-child visits for members from birth to age 21 can be billed using modifier 25.*

## Other Important Reminders

**Provider Satisfaction Survey** Arriving soon will be the annual Provider Satisfaction Survey! We truly value your feedback and review all responses for how we can better work together. We would appreciate it if you or your office staff could take a few minutes to let us know how we are doing and how we can improve. Your insights are incredibly important to us.



## Prior authorization and medical necessity review changes

Effective **August 1, 2024**, as part of our continued dedication to supporting providers in our shared commitment to high quality healthcare for our members, the Prior Authorization Review Committee has implemented that no prior authorization or medical necessity review is required for the following Healthcare Common Procedure Coding System codes.

Title	HCPCS Code	Change
Developmental testing	96112, 96113	Prior authorization <b>required</b>
BRCA testing	81162, 81212, 81215, 81216, 81217	No prior authorization
Q2 additional codes	M0224, Q0224	No prior authorization (new codes effective 3/22/24)

## Reminder: Prior authorization – Current Procedural Technology (CPT) online lookup tool

You can easily determine if a service requires [prior authorization](#) by using the CPT lookup tool on our website. No need to call – using the CPT lookup tool is as easy as 1-2-3!

1. Enter a CPT/HCPCS code.
2. Click the submit button.
3. The tool will indicate if the service requires prior authorization as of the day queried.

To access the tool, visit the Provider section of the Select Health website:

[www.selecthealthofsc.com/provider/resources/prior-authorization-lookup.aspx](http://www.selecthealthofsc.com/provider/resources/prior-authorization-lookup.aspx).

## Provider Training Opportunities

Select Health offers provider training each quarter for both physical and behavioral health participating providers' office managers, billing representatives, and those involved in claims processing. Our next training session is **October 30, 2024**. For details and to register, go to

<https://www.selecthealthofsc.com/provider/training/index.aspx>.

## Latest Change Healthcare Update: Direct Entry Claims Portal Available!

Select Health is pleased to share that Optum's (formally Change Healthcare) **direct entry claims portal**, ConnectCenter, was available for reconnection as of July 15, 2024, **for providers with [existing accounts](#)**.

If you were registered with ConnectCenter prior to the security incident, you will access the portal in the same manner. You do not need to complete a new registration, and your username will remain the same.

### To reconnect:

- Access the login page via the Claims Submission link in the NaviNet provider portal or via direct links: <https://connectcenter.changehealthcare.com/#/site/home> or <https://physician.connectcenter.changehealthcare.com/#/site/home>
- Follow the instructions on the login page to reset your password and set up the required multi-factor authentication.

For more information on available functionality, please review the release notes in the Product News Section after signing into the ConnectCenter portal.

Please reference the contact information below to engage with Change Healthcare support services:

Phone Number	Support Email Address	Support Services
1-800-527-8133, option 7	<a href="mailto:ConnectCenter_MFAsupport@optum.com">ConnectCenter_MFAsupport@optum.com</a>	CC/EC MFA and User/Admin Access Assistance
1-800-527-8133, option 1	<a href="mailto:edienrollmentsupport@optum.com">edienrollmentsupport@optum.com</a>	EDI Provider/Submitter Registration and Payer Enrollment Assistance
1-800-527-8133, option 2	<a href="mailto:AssuranceEDI.Support@optum.com">AssuranceEDI.Support@optum.com</a>	EDI Claim, Remittance and Claim status Transaction Assistance

If you have other questions, you may contact **Select Health Provider Services at 1-800-575-0418**.

## First Choice Next

On January 1, 2023, Select Health began an Individual and Family Qualified Health Plan offered on the South Carolina Health Insurance Marketplace to serve:

- Our members who are no longer eligible for Medicaid.
- Others who are unable to obtain health insurance through their employer, Medicaid, or Medicare.

We are currently developing a network of hospital, physician, ancillary, and behavioral health care providers in select counties, and we want to partner with dedicated providers like you.

### First Choice Next counties:

Anderson	Charleston	Dorchester	Greenville	Lancaster	Pickens
Berkeley	Chester	Fairfield	Horry	Laurens	Richland
Calhoun	Dillon	Georgetown	Kershaw	Marion	

### How to join:

Please complete a Provider Contract/Amendment Inquiry Form

<https://www.firstchoicenext.com/assets/pdf/provider/credentialing/provider-contract-inquiry-form.pdf> and return by email to [ProviderRecruitmentNext@amerihealthcaritas.com](mailto:ProviderRecruitmentNext@amerihealthcaritas.com).

### NaviNet Provider Portal

The NaviNet provider portal is a valuable resource to help providers manage administrative functions including checking eligibility, reviewing HEDIS and quality reports, verifying other insurance information, and submitting prior authorization requests.

The NaviNet portal is provided at no cost to Select Health providers. Registration is required. To register, visit *Self-service tools* in the Provider section of the Select Health website at:

[www.selecthealthofsc.com/provider/self-service/navinet.aspx](http://www.selecthealthofsc.com/provider/self-service/navinet.aspx).

Visit the Provider section of the Select Health website for more information, news, and resources for providers. If you need assistance regarding this communication or other issues, please contact your [account executive](#) or Select Health's Provider Network Management leadership.