



**FIRST CHOICE:
Tried and True,
Time to Renew!**

Healthy NOW

FALL 2025

www.selecthealthofsc.com

**Learn about
First Choice
maternity
support
programs**

See page 3

**Renewing
your Healthy
Connections
(Medicaid)
benefits
See page 4**



First Choice
4900 O'Hear Ave. Suite 104
North Charleston, SC 29405



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



@firstchoicebyselecthealth



@firstchoicebyselecthealth



First Choice by Select Health

Could you benefit from adding a doula to your birth plan?

First Choice by Select Health of South Carolina provides doula and breastfeeding (lactation) services at no cost to members who qualify.*

Doulas offer support before and after childbirth. The March of Dimes says moms who include one of these trained

(nonmedical) professionals in their pregnancy may:

- Have a shorter labor.
- Avoid a cesarean section.
- Be more likely to breastfeed.
- Be less likely to have depression after their baby is born (postpartum depression).

To learn more about extra benefits you can receive through First Choice maternity support programs, see page 3 and visit **www.selecthealthofsc.com**.

Have questions? Call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**.

**Conditions apply; see website.*



First Choice can help you access the prenatal care you need through:

- The Bright Start® program for pregnant members.
- Transportation services.

Have questions or want to join the program? Call Bright Start at **1-888-276-2020 (TTY 1-888-765-9586)**.

Online resources: Notice of Privacy Practices and more

Go to **www.selecthealthofsc.com** to find resources like the Notice of Privacy Practices, Member Handbook, and online Provider Directory for your First Choice plan. If you need printed copies of these items sent to you, call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)**. You can also download the Notice of Privacy Practices at **www.selecthealthofsc.com/member/english/info-for-you/privacy-practices.aspx**.

Your First Choice:

Extra benefits to help you get and stay healthy!

As a First ChoiceSM Medicaid managed care member, you keep your standard Healthy Connections benefits and get certain **extra benefits at no cost to you!**



Maternity support programs

from First Choice include:

- **Electric breast pump** for qualifying members.
- **NEW! Doula and lactation services** are available. Prenatal and postpartum doula services provided at no cost to qualifying members.
- **Regional baby showers** with choice of car seat, portable crib, or stroller.
- **Meals for qualifying new moms.**
- **Transportation vouchers** for qualifying pregnant members.*
- **NEW! Access to online parenting classes.** Online workshops to help parents solve challenges, like sleeping through the night, potty training, and more.
- **Keys to Your Care[®] texting program** for pre- and post-pregnancy.



Adult vision care, including an eye exam and glasses every 2 years.*



Get a **\$25 gift card for completing a new member orientation** within 30 days of enrollment with First Choice.**

For more details, conditions, and qualifications, visit www.selecthealthofsc.com/extrabenefits or scan this QR code:



Educational assistance programs:



- **College scholarships and GED vouchers** for selected qualifying members.*
- **Back-to-school events** with school supplies and haircuts for grades K – 12 (while supplies last).

Additional programs:



- **Youth sports program/YMCA swim lessons voucher**.*
- **Sports physicals for children.** Members who get their sports physical at the same time as their well visit will receive a \$25 gift card.*
- **NEW! Feminine hygiene kits** available at no cost to qualifying members ages 10 to 18.
- **Emergency kits** are available to members. These kits include road hazard tools, first aid supplies, and a flashlight.**
- **Fresh Produce Box and Meal Program**.*
- **State-of-the-art community center.**
- **Regional member appreciation events.**

Questions?

You can also call Member Services at **1-888-276-2020 (TTY 1-888-765-9586).**

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*Conditions apply; see website.

**Note: For certain benefits, there is a limit of one per household, per lifetime.

www.selecthealthofsc.com

FirstChoiceSM
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections

Attention: Action Needed!

Yearly Process to Keep Your Medicaid Benefits

MAKE SURE YOU KEEP ELIGIBLE BENEFITS FOR YOU AND YOUR FAMILY!



**FIRST CHOICE:
Tried and True,
Time to Renew!**



When you get your annual Medicaid eligibility review form, you have limited time to complete and return it. If you don't return it on time, you and/or your children are at risk of losing Healthy Connections (Medicaid) benefits.

Does Healthy Connections have your current address? It's important that Healthy Connections has your current address and contact information. Please visit the Healthy Connections online portal (<https://tools.apply.scdhhs.gov/quick-tools>) today to update your information to prevent a gap in coverage. For the latest information about annual reviews, please visit Healthy Connections (<https://msp.scdhhs.gov/annualreviews>).

RESPOND QUICKLY TO KEEP YOUR BENEFITS!

Once a year, Healthy Connections will mail you an Annual Review Form. When you get it, please fill it out completely and return it. There are seven ways to submit your completed documents:

1. **Submit** the form online at <https://apply.scdhhs.gov>.
2. **Upload** the documents to the portal at <https://apply.scdhhs.gov>.
3. **Scan** the form and documents. Email them to 8888201204@fax.scdhhs.gov.
4. **Fax** the form and documents to **1-888-820-1204**.
5. **Mail documents to:** SCDHHS — Central Mail
P.O. Box 100101
Columbia, SC 29202-3101
6. **Call SC Healthy Connections at 1-888-549-0820.**
7. **In person:** You can bring your renewal form and documents to a local SC Healthy Connections Eligibility office. You can find an office near you by searching at <https://www.scdhhs.gov/site-page/where-go-help>.



For a list of required documents: <https://www.scdhhs.gov/members/getting-started>

Select Health is here to help, too! Call us at **1-888-276-2020 (TTY 1-888-765-9586)**.

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FirstChoiceSM
by Select Health of South Carolina
Your Hometown Health Plan

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Healthy Connections

Protect your health now and in the future

Vaccines (shots) are not just for newborns. They are also important for older children and adults. Some routine shots recommended by the Centers for Disease Control and Prevention (CDC) are listed below. **First Choice members can have these and other routine vaccines at no cost to them.**

Flu

People ages 6 months and older should get a flu shot each year. Call your primary care provider (PCP) or find a network pharmacy to get your flu shot.

Human papillomavirus (HPV)

All kids ages 11 to 12 should get 2 doses of the HPV vaccine. It is best for children to have both shots before they come into contact with the virus. HPV shots can start at age 9.

People ages 13 to 26 who did not have all their HPV shots will need 2 or 3 doses. Health care providers may suggest HPV shots for some adults ages 27 to 45 who did not have them.



Pneumonia (pneumococcal)

Children younger than age 5 and adults ages 50 and older should have at least 1 dose.

People ages 19 to 49 with heart disease, diabetes, asthma, HIV, or some other health conditions should also have this shot.

Shingles

Adults ages 50 and older should have 2 doses of Shingrix. Some people ages 19 to 49 with a weakened immune system should also have 2 shots.

Tetanus, diphtheria, and pertussis (Tdap)

Preteens should have a Tdap shot at age 11 or 12. Women should get a shot between weeks 27 and 36 of each pregnancy.

Adults who have never had the Tdap shot should get 1 dose. They should then have a booster shot every 10 years.

Infants get a different type of vaccine. DTaP shots are given at ages 2, 4, 6, and 15 to 18 months. Children also get a DTaP shot between ages 4 and 6 years.

Need a replacement Annual Review Form?

- Download and print the form at www.scdhhs.gov/sites/default/files/WKR002.pdf.
- Ask for the form by secure email at www.selecthealthofsc.com/contact.
- Ask First Choice Member Services at **1-888-276-2020 (TTY 1-888-765-9586)** to send you a form. We can also send a postage-paid envelope for mailing your completed form to Healthy Connections.
- Call the Healthy Connections Member Contact Center at **1-888-549-0820**.

Do you need help filling out the form? Call your health plan or Healthy Connections at **1-888-549-0820 (TTY 1-888-842-3620)**.

Not sure what vaccines you need?

Talk with your PCP. You can also learn more at www.selecthealthofsc.com. Choose the **Staying Healthy** tab. Then, click on **Preventive health services**. You can also call Member Services at **1-888-276-2020**.



Eating well made easy

When you hear the word *microwave*, you might not think of healthy cooking, but it's true. You do not have to reach for chicken nuggets and other highly processed foods to heat up. Instead, use the microwave to help you fit healthy meals into busy days. Here are 3 ways to start:

1. Try the pizza meat loaf recipe on this page!
2. Find new recipes at www.myplate.gov. Under **MyPlate Kitchen**, click on **Recipes**. To refine your search, select **Cooking Equipment** and check the box next to **Microwave**.
3. Get more from your machine. Use these buttons:
 - **Defrost.** This thaws frozen food faster than leaving it in the fridge.
 - **Power levels.** Using medium power (50%) lets heat reach the center without overcooking the outside.
 - **Reheat.** This adjusts the power level and time to warm leftovers.

Pizza meat loaf

Ingredients

Vegetable oil
1 pound ground turkey
 $\frac{3}{4}$ cup spaghetti sauce
 $\frac{1}{4}$ cup part-skim mozzarella cheese
 $\frac{1}{2}$ cup chopped green bell peppers
 $\frac{1}{4}$ cup minced onion

Directions

1. Lightly grease a 9-inch pie plate with vegetable oil. Pat the turkey into the pie plate and cover with waxed paper.
2. Cook on high. Rotate the plate $\frac{1}{4}$ turn after 3 minutes. Cook until the turkey no longer remains pink, about 5 minutes. (To reduce the risk of foodborne illness, cook the turkey to a safe minimum temperature of 165 degrees.) Drain.

3. Top the baked turkey with spaghetti sauce, cheese, and vegetables.
4. Return the pie plate to the microwave oven. Heat until cheese is melted, about 1 to 2 minutes.

Per serving

Serves 4. Each $\frac{1}{4}$ loaf serving provides: 255 calories, 14 g total fat (4 g saturated fat, 0.1 g trans fat), 88 mg cholesterol, 376 mg sodium, 7.5 g carbohydrates, 1.5 g fiber, 4.5 g sugars, and 27 g protein.

Source: FCIC — *Recipes and Tips for Healthy, Thrifty Meals*



Take care of your diabetes from head to toe

When you have high blood sugar (diabetes), you need a whole body plan to stay as healthy as you can. Talk with your health care provider about how to stay on track with your care. The table below shows key care recommended by the Centers for Disease Control and Prevention.

WHAT?	HOW OFTEN?	WHY? YOUR RISK IS HIGHER FOR ...
A1c blood test	At least 2 times a year	High blood sugar This test shows your average blood sugar level over the past 3 months. A typical A1c goal for many people with diabetes is less than 7%.
Blood pressure check	Every provider visit	High blood pressure and heart disease
Cholesterol blood test	1 time a year	Heart attack and stroke This test shows your levels of LDL ("bad") and HDL ("good") cholesterol and triglycerides.
Dilated eye exam	At least 1 time a year	Eye diseases that cause vision loss
Foot exam	Every provider visit. Once a year by a foot care provider (podiatrist).	Sores and infections that can become severe and lead to the loss of toes, a foot, or a leg.
Kidney function urine and blood tests	1 time a year	Chronic kidney disease
Dental checkup	2 times a year	Gum disease and tooth loss



Medicine reminders

About 50% of people take prescription medicine, reports the National Center for Health Statistics. In fact, almost 25% take at least 3 different kinds. To get the benefits and help avoid problems, follow all of the instructions from your health care provider.

Stay on track

If you do not take medicine the right way, it may not help you with the health issue it was meant to treat. This can make your condition worse. Be sure to:

- Get your refills on time.
- Take all the doses.
- Take the right amount each time.

Talk with your pharmacist or provider if you have questions about your medicine or how to take it.

Complete your follow-up care

A provider may advise you to have extra tests or checkups based on the medicine you take.

Here are 2 examples:

- **Antipsychotic medicines.** The National Committee for Quality Assurance (NCQA) says people ages 17 and younger who take these drugs should have regular screening tests that look for high blood sugar and cholesterol levels.
- **Attention-deficit/hyperactivity disorder (ADHD) medicine.** The NCQA says children ages 6 to 12 should have a checkup within the first 30 days of starting their medicine. They should then have 2 more follow-up visits before month 11.

Be sure to follow up with your health care or mental health provider within 7 days of an ER visit, completing a substance dependence or partial hospitalization program, or being discharged from short-term (acute) therapy.



**Your voice matters.
We want to hear
from you!**

Please take a few minutes
to complete our brief survey
on our website:

www.selecthealthofsc.com
It's quick, easy, and
makes a big difference!

Learn about updates

If you have questions about what medicines are covered by First Choice, visit

www.selecthealthofsc.com/member/benefits.

Click on **Prescription benefits**.

Here, you can find the Comprehensive Drug List (CDL). This is the single, preferred drug list that the state of South Carolina's Medicaid program moved to on July 1, 2024. First Choice and all other Medicaid health plans in South Carolina follow the CDL.

You can call Member Services at **1-888-276-2020 (TTY 1-888-765-9586)** to ask questions.

Does your child need help with anxiety?

How a child acts is often the key to knowing how well they are coping during hard times. A sudden change may be a clue that your child needs extra support.

Watch for signs

Every child does not react to stress the same way. The American Academy of Pediatrics (AAP) says children with anxiety may:

- Not eat, or eat poorly.
- Have headaches or stomachaches.
- Have nightmares or problems falling or staying asleep.
- No longer enjoy activities they liked to do before.
- Seem very sad or worried.

The AAP says these are some signs based on a child's age:

- **Ages 2 and younger.** Infants and young children may cry or want to be held more often.



- **Ages 3 to 6.** Children may act in ways they had outgrown. This includes tantrums and wetting their beds. They may fear being apart from parents or caregivers.

- **Ages 7 to 10.** Kids may have problems paying attention. They may want to talk about an event nonstop.
- **Ages 11 to 18.** Kids may fight with friends, act out in school, or not want to go to school. They may use alcohol or drugs.

Ways to cope

The AAP says to set a good example. Kids will see you manage stress in healthy ways. This includes eating healthy foods and staying active. The Centers for Disease Control and Prevention says the following may also help:

- Urge your child to tell you about their concerns.
- Give your child lots of hugs. This contact is comforting.
- Try to stay close to routine times for meals, school, play, and rest.

Seek support

Do you have concerns about your child? Talk with their health care provider or a mental health provider. First Choice members have access to mental and emotional health services. There is no copay for kids younger than age 19. Learn more at www.selecthealthofsc.com. Or call Member Services at 1-888-276-2020.

Working together to reduce stigma

If you have a behavioral health condition, you are not alone. One in 5 Americans ages 18 or older has a behavioral health condition, says the CDC. Stay connected to others and get support.

A stigma is when people may think badly of someone for something they might not be able to control, like a behavioral health condition. Getting rid of stigma starts with knowledge. When we judge others, it is often because we do not understand them. With greater education and awareness, we can reduce the stigma of behavioral health conditions.

Benefit updates

To learn more about the benefit updates shown below, call Member Services at **1-888-276-2020**.

Pediatric-HIV clinics:

Outpatient pediatric AIDS clinics are now known as pediatric HIV clinics (PHCs). PHCs provide specialty care and support (consultation and counseling) services to Healthy Connections Medicaid members who:

- Have full benefits.
- Are younger than age 21.
- Are at risk for or are living with HIV.

Transcervical fibroid ablation

(TFA): The South Carolina Department of Health and Human Services now covers TFA. This applies to (is effective for) dates of service on or after July 1, 2025. TFA is used to remove symptomatic uterine fibroids. These are growths in the womb (uterus) that cause symptoms, such as pain or pressure.



Our QI program works for you

First Choice has a Quality Improvement (QI) program dedicated to excellence in clinical care and service areas that we believe are important to you.

Each year, the team evaluates our programs and identifies ways we can improve to better serve members and our mission to help people get care, stay well, and build healthy communities.

To learn how the QI program supports you behind the scenes, visit www.selecthealthofsc.com or call Member Services toll free at **1-888-276-2020**.

Your rights and responsibilities

As a First Choice member, you have many rights and responsibilities. For example, you have the right to be treated with respect. You also have the right to take part in choices about your health care.

To see the full list of member rights and responsibilities, visit www.selecthealthofsc.com. Under the **Members** tab, click on **Information for You**. Then select **Member rights and responsibilities**. You can also find it in your Member Handbook. Or you can call Member Services toll free at **1-888-276-2020**.

Need help finding a provider?

If a provider cannot give you a service because of a moral or religious objection, our Member Services and Care Management teams are here to help. We can connect you with another provider so you can get the care you need without delay.

We want to get to know you

At First Choice, we want to help make sure you get access to the best care. We would like to know more about your cultural background and what language is easiest for you to speak and understand when you are getting primary care. The better we know you, the better we can work to meet your health care needs.

To help us serve you and your family, please:

1. Call Member Services at **1-888-276-2020**.
2. Answer 5 questions about your cultural background and language preferences.

If you choose to share this information with us, it will stay private and safe by law. We will use it only to better meet your needs. Thank you for helping us improve our services! Learn more at www.selecthealthofsc.com. Go to the **Members** section, click on **Information for You**, then **FAQ**.

We have employees who speak Spanish and are ready to help you. Tenemos empleados que hablan español y que están listos para ayudarle.

Health care fraud and abuse



There are many types of fraud and abuse. These can include when doctors bill for services you did not get or bill the wrong way on purpose to get paid more. Or when people use member ID cards that are not theirs or people who are not supposed to get coverage are on a health plan.

What you can do

To help, you can:

- Check your Explanation of Benefits (EOB), if you have received one, to help make sure all information is right.
- Protect your health plan card and private information at all times.
- Only share your Medicaid ID number or Social Security number if you have confirmed whom you are speaking with and if they are acting in an official role related to your health care.
- Count your pills each time you pick up medicine to make sure you get the amount prescribed. If the amount is not correct, tell your pharmacist. If you get too few pills on more than 1 occasion, report it as noted below.

How to report fraud and abuse

If you think someone is abusing the Medicaid system, you should report it. Your report can be anonymous, if you choose.

You can call any of these numbers:

- Select Health Fraud Tip Hotline (to report fraud, waste, or abuse): **1-866-833-9718**.
- Select Health Compliance Hotline (secure and confidential 24 hours a day, 7 days a week): **1-800-575-0417**.
- South Carolina's Division of Program Integrity Fraud and Abuse Hotline: **1-888-364-3224**.

Or you can email:

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

Or you can mail a letter to:

- Special Investigations 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

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)**.

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**.

www.selecthealthofsc.com

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Member rewards program update

Exciting news! We have updated our reward options to focus on digital gift cards.* This should make it easier for you to receive and use them.

To earn and redeem rewards:

1. **Complete** recommended health screenings or tests.
2. **Receive a text or email with a link** to the First Choice by Select Health of South Carolina Healthy Rewards Marketplace.
3. **Click the link on "Claim Your Card."** Then, follow the instructions to download your gift card.



You can learn more about the Healthy Rewards Program at www.selecthealthofsc.com.

*Benefit terms and eligibility are subject to change. *Gift cards cannot be used for purchasing firearms, tobacco, and alcohol. The gift card link will expire 6 months from the date the reward was sent.*

Warming Up for Winter events

Watch for events taking place across the state! For details, follow us on Facebook and Instagram!

[@firstchoicebyselecthealth](https://www.instagram.com/firstchoicebyselecthealth)

Have you used up the limits of covered benefits?

You can call Member Services at **1-888-276-2020** for help and information about resources to continue care.



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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