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## New for 2026!

Select Health of South Carolina  
Provider Advisory  
Council (PAC)



Helping people get care, stay well, and build  
healthy communities since 1995.

# QUALITY CORNER:

## Controlling Blood Pressure (CBP) Toolkit

### Reducing Disparities in the Management of Hypertension in African American Members

We are launching the Select Health toolkit, Reducing Disparities in the Management of Hypertension in African American Patients. This toolkit covers topics such as barriers to care within the African American population and supportive best practices, tools, and strategies for reducing high blood pressure.

This toolkit provides access to culturally responsive best practices when providing care to African American patients with hypertension. We hope the toolkit is useful when providing care to your patients. Please visit the Provider section of the Select Health website to [view the toolkit](#) or speak with your Account Executive for more information.



## Strengthening Maternal Support

In July 2025, Select Health began working with **Pacify**, a maternity care solutions provider that partners with public health agencies, health plans, and Medicaid MCOs. With over 10 years of experience in delivering maternity management support, Pacify offers comprehensive, doula-led support and guidance to expectant and new mothers through their digital platform and team of experienced health care professionals. With a core focus on empowering parents and promoting healthier outcomes, Pacify is dedicated to setting a new standard for maternity care. For more information, visit [www.pacify.com](http://www.pacify.com).



What do your patients and our members get with this benefit at no cost to them:

- Doula prenatal: Up to four prenatal visits (remote or in-person, where applicable)
- Doula postpartum: Up to four postpartum visits (remote or in-person, where applicable)
- Lactation services
- 24/7 Nurse Call Line

### IMPORTANT Pharmacy Changes in 2026

Effective January 1, 2026, coverage for Wegovy for the treatment of obesity will be removed from South Carolina Department of Health and Human Services' (SCDHHS) preferred drug list. Beginning December 1, 2025, no new prior authorizations for these drugs for weight loss will be accepted. Current prior authorizations for these drugs will expire December 31, 2025. No changes are planned for coverage of GLP-1 medications for the treatment of diabetes.

- SCDHHS has updated appointment availability requirements for all Medicaid enrollees which includes First Choice members.
- Requirements for scheduling routine visits for established patients went from being scheduled within 4-6 weeks to 15 business days.

# NaviNet Enhancement



## Claims Overpayment Recovery

We are delighted to share another enhancement to NaviNet. Providers may approve or dispute claims, including overpayments, and submit supporting documentation electronically in real-time through NaviNet.

This new functionality allows for a more efficient response to overpayment letters. It also helps reduce the need to mail written correspondence and minimize response times.

**Please note:** Notification of overpayments will continue to be sent by mail for all overpayments. However, the new NaviNet functionality allows providers to dispute or approve recovery payments electronically and will only include overpayment letters from Select Health. Overpayment letters generated by vendors Cotiviti, Performant, and Optum will be available in the future. The process to respond to overpayment letters from vendors will remain the same at this time.

## What are you able to do with this new functionality?

- Easily access the overpayment – Approve/Dispute Submission Form.
- Review the overpayments summary page and approve and/or dispute claims with overpayments down to the claim line level in real-time.
- Attach and submit supporting documentation (Explanation of Benefits [EOB], Eligibility/third-party liability [TPL] verification documentation, and so on) directly in NaviNet.
- Check for resolution on disputed overpayments.
- Get reports on claim overpayments.

**A user guide** is available on the SHSC website.

## New Vendor: Edifecs

Select Health introduces a new solution for alerting providers when diagnosis codes are missing from a claim.

**Effective December 4, 2025**, Select Health has contracted with Edifecs to pre-adjudicate claims completeness using Clinical Insights (CI).

CI validates gaps within the existing claims submission process currently in use, without requiring any new software or additional portal logins. As part of Select Health's Care Optimization programs, Select Health is focusing on the upfront claims submission process to drive more complete and accurate clinical documentation and coding of chronic conditions. This is within the provider's existing billing workflow and channel of submission.

## What this upfront focus will deliver

- A complete view of a member's historical chronic health conditions
- Less provider office disruptions through traditional chase list inquiries
- Improved quality of care for our members

Detailed FAQs can be found on the **Select Health website**.

## Provider Training Opportunities

Virtual quarterly provider training is offered for Select Health participating providers. These trainings are available for both physical and behavioral health participating providers' office managers, billing representatives, and those involved in claims processing. **For access to the library of provider trainings, visit <https://www.selecthealthofsc.com/provider/training/training>**

### Continuing Medical Education (CME):

Select Health offers health equity CMEs for providers and staff through the **CME Outfitters Education Hub** at no cost.

Through this training, providers, subcontractors, and their clinical staff can increase awareness, inform, and apply knowledge to practice, discover creative strategies, and build capacity to engage with marginalized communities and those who experience health inequities.



## 2026 Provider Training Dates

**March 11, 2026**

**June 10, 2026**

**August 12, 2026**

**October 14, 2026**

Visit the Select Health website to register.

**<https://www.selecthealthofsc.com/provider/training/training>**

**First Choice by Select Health, represented by Josue Valentin, Nancy Carey, and Sarah Hipps, was one of the MCOs invited to the SC Medical Equipment Services Association (SCMESA) annual conference on October 8, 2025. The team gave a presentation on SHSC and our role in DME to over 30 attendees.**

## Do your First Choice members need an interpreter?

The Select Health Member Services department is available to assist with non-English-speaking members. To access this no-cost service, please call Member Services at 1-888-276-2020.

After hours (after 9 p.m. Monday – Friday and after 6 p.m. Saturday and Sunday), call the 24/7 Nurse Help Line at 1-800-304-5436, and they will assist with getting you connected to a Language Services Associate (LSA) interpreter.

## Beware of phishing scams - Don't take the bait!



One of the biggest information security risks for most organizations occurs when an associate opens a phishing email and clicks on the link. It takes only one associate clicking a phony link to impact an organization's cybersecurity efforts.

### Why it's important

Phishing scams are emails that look real but are designed to steal important information. A phishing email with malicious software can allow cybercriminals to take control of your computer and put protected health information (PHI) and personally identifiable information (PII), as well as a company's confidential and proprietary information, at risk.

### It may be a phishing email if it:

- Promises something of value (e.g., "Win a free gift card").
- Asks for money or donations.
- Comes from a sender or company you don't recognize.

- Links to a site that is different from that of the company the sender claims to represent.
- Comes from a trusted business partner that has experienced a security incident. All emails sourced from outside your organization should be scrutinized.
- Asks you for personal information, such as your username and password/passphrase.
- Includes misspelled words in the site's URL or subject line.

### If you suspect an email may be phishing, here are some tips:

- Do not click any links in the email.
- Do not provide your username and password. You should never share your username or password, even if you recognize the source. Phishing scams frequently mimic well-known companies, such as retailers (like Amazon) or banks.
- Do not reply or forward the email to anyone within your organization.
- Familiarize yourself with your organization's process for reporting suspicious emails. If you suspect an email is a phishing attempt, report it immediately.
- Your organization's information security department may have additional information and guidance on how to protect yourself from phishing scams.

## Prior Authorization Review Committee (PARC)

The following codes require prior authorization effective December 1, 2025.

Consult the [Prior Authorization Lookup Tool](#) to determine authorization requirements.

| Title                            | Codes  | Change              | Effective Date |
|----------------------------------|--|---------------------|----------------|
| Unlisted/<br>Miscellaneous Codes | 86849, 86999, 88099,<br>88199, 88299, 89240,<br>S8189, V2799 | Prior Auth Required | 12/01/2025     |
| PA Requirement Applied           | 64555, 64561, 64581  | Prior Auth Required | 12/01/2025     |


## Select Health Family of Companies

### First Choice

Medicaid Managed Care Plan  
(MCO)

[www.selecthealthofsc.com](http://www.selecthealthofsc.com)

**FirstChoice**<sup>SM</sup>  
by Select Health of South Carolina

 *Your Hometown Health Plan*

Healthy Connections 

### First Choice VIP Care

Dual-eligibility Special Needs Plan  
(D-SNP)

[www.firstchoicevipcare.com](http://www.firstchoicevipcare.com)

 **FirstChoice**  
**VIP CARE**<sup>®</sup>  
by Select Health of South Carolina

Healthy Connections   
**PRIME**

### First Choice **NEXT**

Individual and Family Qualified  
Health Plan offered on the South Carolina  
Health Insurance Marketplace

[www.firstchoicenext.com](http://www.firstchoicenext.com)

 **FirstChoice**<sup>SM</sup> **Next**  
A Product of Select Health of South Carolina, Inc.

**FirstChoice**<sup>SM</sup>  
by Select Health of South Carolina  
 *Your Hometown Health Plan*

[www.selecthealthofsc.com](http://www.selecthealthofsc.com)