

Let's Get Started!

Once enrolled in First Choice by Select Health, we will work with you to review our health care plan, choose a primary care provider (PCP), and schedule a well visit.

- We want to get to know you and your child in foster care! Our Member Services team will call to give an orientation of First Choice. A Care Manager will also call to welcome you. Both of these calls are important so we can help your child in foster care get care and be healthy.
- As part of these outreach calls, the First Choice associate will verify information such as the member's name, date of birth, and Member or Medicaid ID number to help ensure their privacy.
- You can also call us at **1-888-276-2020** to ask for a new member orientation or if you need help.
- Pick a First Choice PCP for your child in foster care. You can search the online Provider Directory or your Care Manager can help you.
- Call your child in foster care's new PCP to schedule a checkup for him or her. Your child in foster care needs a well visit and behavioral health screening within 30 days of entering foster care.
- The Member Handbook is online at www.selecthealthofsc.com.



Important Phone Numbers

Member Services:
1-888-276-2020, choose
option 3 for foster care.
TTY: **1-888-765-9586**



- Monday – Friday, 8 a.m. to 9 p.m.
 - Saturday and Sunday, 8 a.m. to 6 p.m.
- Nurse Call Line: **1-800-304-5436**
- 24 hours a day, seven days a week.

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**).

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First ChoiceSM Foster Care



FirstChoiceSM
by Select Health of South Carolina
Your Hometown Health Plan

Healthy Connections 

www.selecthealthofsc.com

Resources to Help You

We are here to help you choose a provider, in your area, for your child in foster care. We have more than 22,000 providers, so it's easy.

Your child in foster care is automatically enrolled in care management. Your child's Care Manager will work to help you find and coordinate physical and behavioral health care for your child in foster care. Your Care Manager will also work closely with your child's case workers from the Department of Social Services (DSS) to coordinate important doctor visits, screenings, and tests that each child needs when entering foster care.

Your child's Care Manager will help you and your child in foster care understand identified physical and behavioral health conditions. We have Care Managers who are licensed clinical social workers to work with children who have behavioral health conditions.

Your Care Manager can help you understand our benefits and connect you with community resources.

We will call to welcome you and your child to foster care services. You can also call us at **1-888-276-2020**, **option 3** for foster care.

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Check Out Our Website

Visit www.selecthealthofsc.com to:

- Download your **Member Handbook** and **Copayment Reference Guide**.
- **Find a Provider**.
- Learn more about the **benefits** for your child in foster care.
- Search for medicines in our **preferred drug list**.



Behavioral Health

If indicated in a behavioral health screening, each child entering foster care must have a comprehensive behavioral health assessment within 30 calendar days of entering foster care. First Choice members have access to mental health and emotional health services. Here's what you need to know to use these services:

- You may need prior authorization (approval) before your child in foster care receives some services and some medicines.
- There is no copay for foster care members.



Child Well Visits

Each child must get a comprehensive physical health screening within 30 calendar days of entering foster care. A well visit is a complete medical checkup. It is not just shots or a sports physical. If your child in foster care's PCP finds a problem, it should be treated early and monitored.

Getting a well visit should be easy and there is no copay for foster care members. We cover unlimited well visits for children. Call your child in foster care's PCP to make an appointment. Tell them your child is a First Choice member. **Your Care Manager can help.**

Make sure your child in foster care gets checkups at each of these ages:

- | | | |
|----------------|--------------|--|
| • 3 – 5 days.* | • 6 months.* | • 24 months. |
| • 1 month.* | • 9 months. | • After 2 years old, children should have a well visit every six months. |
| • 2 months.* | • 12 months. | |
| • 3 months.* | • 15 months. | |
| • 4 months.* | • 18 months. | |
| • 5 months.* | • 21 months. | |

*Visits must be 15 days apart.

"Recommendations for Preventative Pediatric Health Care," American Academy of Pediatrics (AAP) at https://www.aap.org/en-us/Documents/periodicity_schedule.pdf.

BabyNet

Children in foster care who meet the requirements will be enrolled in BabyNet — early-intervention services to aid in the learning and development of children younger than 3 years who have disabilities and special needs. Each child in foster care younger than 3 years old must have a face-to-face assessment by BabyNet staff. DSS staff is required to make referrals to BabyNet within 30 calendar days of the child entering foster care. If you receive a call from BabyNet staff, completing a face-to-face assessment is required.

Dental Care

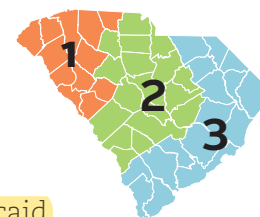
Each child must get a comprehensive dental screening within 30 calendar days of entering foster care, and ongoing checkups are available every six months. Daily brushing and flossing, along with regular visits to the dentist, are an important part of your child in foster care's health. Call DentaQuest at **1-888-307-6552** or visit www.dentaquest.com to learn about covered dental services and Medicaid dental providers in your area.

Getting To and From Appointments

Transportation

We are here to help make sure you and your child in foster care get rides to provider visits, dialysis, X-rays, lab work, pharmacy visits, or for other medical and behavioral health visits. For nonemergency transportation, call the **Medicaid transportation broker** in your region for a ride at least three days before your child in foster care's appointment:

- Region 1: **1-866-910-7688**.
- Region 2: **1-866-445-6860**.
- Region 3: **1-866-445-9954**.



To cancel a ride, call **the Medicaid transportation broker** as soon as you can. Urgent trips may be accepted with less than three days' notice, or can be reimbursed for mileage. Call the **transportation** reservation line in your region to learn more.

Visit www.selecthealthofsc.com and click on **Getting Care**, then **Using Your PCP**, or call Member Services to get help determining your region.

Pharmacy

Your child in foster care's medicine

First Choice members have access to most medicines that need a prescription, including some over-the-counter (OTC) medicines.

Some medicines need prior approval. Your child in foster care may get an emergency supply of medicine that will cover them for 72 hours while a prior authorization request is in the works. Your child in foster care is allowed one temporary supply per prescription number. Inhalers, diabetic test strip and supplies, and creams or lotions are exceptions to the supply limit because of how they are packaged. For those medicines, your child in foster care may get the smallest package size available.

When you get a prescription for your child in foster care, take it to a First Choice participating pharmacy. Call Member Services or use the online Provider Directory to find a participating pharmacy near you. Make sure to show your child in foster care's First Choice and Healthy Connections ID cards. There is no copay for foster care members.

If you are at the pharmacy and having trouble getting your child in foster care's medicine filled, don't leave. We may be able to help. Call Member Services at **1-888-276-2020**.

Preferred drug list

First Choice has a list of preferred medicines at www.selecthealthofsc.com in the **Member Tools** section. Your Care Manager can help if the medicine your foster child needs is not on the list.

