

## Questions?

Call **1-877-552-4642**  
or visit [www.SCchoices.com](http://www.SCchoices.com)

Call Monday to Friday,  
8 a.m. to 6 p.m.  
TTY: 1-877-552-4670.  
The call is free.



### Call Healthy Connections Choices —

- About plans or doctors that serve children.
- About enrolling or choosing a health plan.
- To enroll by phone.
- To meet in person with a community enrollment counselor near your home.
- To get this brochure in Braille or on tape, or to speak to someone in another language.

An enrollment counselor will help you. Some of our counselors speak Spanish, and we have free interpreter services for other languages. All calls are free and private.

Para obtener este folleto en español, llame al 1-877-552-4642.



# Choosing a Health Plan

*For Medicaid members in South Carolina.  
Use this guide to choose a plan that's best  
for you.*



Healthy Connections Choices is sponsored  
by the South Carolina Department  
of Health and Human Services

## Choosing a health plan

Medicaid members in South Carolina can now get their health services from a health plan. You choose the plan that has the best doctors and services for your needs.

## What is a health plan?

A health plan is a group of doctors (or clinics) and may also include hospitals and other staff. Your health plan will make sure you can see the right doctor when you need to. All plans provide the same medical services as Fee-for-Service Medicaid. The plans also offer *extra* services, such as diabetes or asthma management programs.

## You will have your own doctor (or clinic)

You will choose one doctor or clinic in your health plan to be your main provider. Your doctor will get to know you and your health care needs.

You will also choose a plan and a doctor (or clinic) for each person in your family.



## You can see specialists

Your doctor can send you to other doctors and providers when you need them, and to a specialist if you have a special health care need.

## Which health plans can you choose?

You can choose from any of the health plans that offer services where you live, or you can choose Fee-for-Service Medicaid. Read the health plan benefits chart (or charts) that came with this packet to help you choose.

## How can you choose the plans that are best for your family?

It is important to choose a health plan that has everything you or your family needs. To help you choose, follow these steps.

1. Make a list of the doctors (or clinics), hospitals and other health care workers you and your family use now.
2. Decide which ones are important to you, and which you want to keep using.
3. Call them, and ask, "Which health plans do you work with?" Then choose a plan that has the doctors and hospitals you want.
4. If you do not have a doctor now, or if your doctor is not in a health plan, you can get a list of providers by calling 1-877-552-4642, or find a list on our website at [www.SCchoices.com](http://www.SCchoices.com).

## Think about these questions

Your answers to these questions might help you decide which health plan to choose.

- **Are there doctors or hospitals you want to keep using?** See which health plans they work with.
- **Does one of the health plans offer other services you want or need, such as classes to help you manage your diabetes or asthma?**
- **Are specialists, counselors, or services that you and your children use part of any health plans?**

You or someone in your family may be getting pregnancy care, or mental health services, or physical therapy, and you may want to be sure you can keep getting these services in the health plan you choose.

