

How to Choose Your Health Plan and Doctor

Now that you are in the South Carolina Healthy Connections program, you can choose a health plan and doctor for each eligible member of your family. Choosing is easy. This guide will tell you how.

Here's how to choose: it's as easy as 1-2-3

Step 1: Think about your family's health needs.

To start, think about and write down:

- n The doctors you want to see.
 - p Do you have a doctor you and your family already like?
- n Which hospitals, clinics, and pharmacies you want to use.
 - p Do you want them to be close to your home, your job, or your kids' school?
- n Other services or benefits that you need.
 - p Do you or your family members have special health conditions? If so, choose a health plan that lets you keep getting treatment. Special health conditions include asthma, diabetes, pregnancy care, mental health services, and physical therapy.

Step 2: Find out what each health plan offers.

- n Go online to www.SCchoices.com to compare the services each health plan offers. Or, look at the Health Plan Comparison Chart that came with this packet.
 - p Find out which plans work with the doctors, hospitals, clinics, and pharmacies you want to use.
- n Choose a plan that lets you go to the doctors and clinics you want, and gives you the services you need.
 - p Each person in your family can have a different health plan, but it's easier to have the same plan for everyone.

Step 3: Tell us your choices.

Choosing is easy!

- n The fastest and easiest way is to go online to www.SCchoices.com.
 - p On the "Home" page, click "Enroll Now."
 - p Enter your Member ID and PIN (you can find both numbers on any letter from South Carolina Healthy Connections Choices).
 - p Click on "Continue." Follow the easy instructions to choose your health plan and doctor.
- n Or, you can call our Customer Service Center at 1-877-552-4642. We can help you in the language you speak.
- n Or, fill out the Health Plan and Doctor Selection Form. Mail it back in the envelope provided or fax it to 1-877-552-4672.

The fastest and easiest way to choose your health plan and doctor is to go online.



www.SCchoices.com

Frequently Asked Questions

Q: Did you know?

A: Medicaid members in South Carolina can join a health plan.

Q: What is a health plan?

A: A health plan is a group of doctors (or clinics) that may also include hospitals and other medical staff. Health plans offer the same benefits as regular Medicaid, but also offer extra services that may help you and your family get better care.

Q: What is a primary care physician (PCP)?

A: A primary care physician (also called a PCP) is your main doctor. This doctor will provide most of your medical and health care, and will help you stay healthy. Your PCP can refer you to specialists if you need them.

Q: Why join a health plan?

A: Joining a health plan is a good idea for many reasons.

- When you choose a health plan, you can choose your own doctor (or clinic). That doctor will be your primary care physician (PCP).
- You can also go to a specialist when you need to. A specialist is a doctor who treats only certain parts of the body or illnesses, like a cardiologist (heart doctor) or an allergist (for allergies).
- Your health plan can help manage your care when you need to see more than one doctor or specialist. This helps avoid extra visits and tests.

Q: When do I choose my doctor?

A: You choose your doctor at the same time you choose your health plan. The easiest way to do both is to go online to www.SCchoices.com. Remember: You can change your doctor at any time throughout the year. Simply call your health plan to learn about doctors who work with your plan.

Q: After I choose my health plan and doctor, what happens next?

A: You will get a welcome packet in the mail from your health plan. This packet may include health plan ID cards for you and your family members. As soon as you receive this packet, make sure everything is right on all forms. Be sure to:

- **Check and double check!** Look at your health plan ID card (if you received one). Make sure you are in the right plan, with the right doctor. If any information on the card is wrong, call your health plan.
- **Learn how to use your health plan.** Go to www.SCchoices.com. Or, watch a video at go.SCchoices.com/1234. This video answers many questions about the program and how to use your health plan. Or, call your health plan.
- **Make an appointment to see your doctor.** Call your doctor to make an appointment as soon as you can. You can find your doctor's phone number on the front of your health plan ID card (if you received one). Or, visit www.SCchoices.com to look up the number online. Your doctor will help you get the health services you and your family members need.
- **Find out if your kids are up to date on their shots.** The Well-Child Guide has information about the shots your kids need. It

also tells you the best times for them to get medical and dental checkups. Call your health plan to learn more about services to keep your children healthy.

Q: What do I do in an emergency?

A: Emergency room visits are for health emergencies only. This means when an illness or injury is serious and, if not treated, could cause death. You will get a bill if you use the emergency room for regular care. Chest pain, bad burns, or shortness of breath are examples of reasons to go to the emergency room. If you're not sure your problem is really an emergency, call your doctor. You can also call the after-hours phone number or the 24-hour Nurse Advice Line. They will tell you what to do. The numbers are on your health plan card (if you received one). You can also find them online at www.SCchoices.com. From the "Home" page, click the "Health plan contact information" link under Other Resources.

NEED HELP?



Go to www.SCchoices.com



Call: 1-877-552-4642

TTY/TTD Line: 1-877-552-4670

We can help you in the language you speak.

Customer Service Center Hours

Monday - Friday: 8 a.m. - 6 p.m.

Watch a short video about how to choose a health plan and doctor.



go.SCchoices.com/1101

