

America's 1st Choice

Member Newsletter

The Choice Connection

FEBRUARY 2011

Service Location AMERICA'S 1ST CHOICE

250 Berry Hill Road
Suite 311
Columbia, SC 29210
Phone: 1-866-321-3947

North Carolina
TTY/TDD:
1-800-735-2962

South Carolina
TTY/TDD:
1-800-735-8583

Georgia
TTY/TDD:
1-800-735-8583



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www.americas1stchoice.com













Visit our website for updated information at your fingertips!

www.americas1stchoice.com. Or contact Member Services at 1-866-321-3947.



Service Tips & Reminders

Please read your Evidence of Coverage for your selected plan to confirm eligibility for any of the benefits listed below.

Benefit	Tips & Reminders AT-A-GLANCE
	<p>Member Services Member Services is dedicated to attend to your individual needs. Please contact them for any questions you may have regarding your membership. They are available Monday - Friday from 8am - 8pm at 1-866-321-3947.</p>
	<p>Member ID Card View and print a copy of your Member ID Card from our website. Go to: "Tools & Resources, and click the "View 2011 ID Card". You will need your Member ID and date of birth.</p>
	<p>Lab Services Members may use Quest Diagnostics for lab services. To Find a location nearest you view this link or contact Member Services. www.questdiagnostics.com</p>
	<p>Optometry (Routine Vision-Exams, Glasses, Contacts) Members can locate a provider for their routine exams, glasses and contacts at www.advanticaeyecare.com or contact Member Services for a referral.</p>
	<p>Dental (Basic Service) To select a provider or if you have a question and you reside in South or North Carolina, please contact MCNA Dental at 1-800-494-6262 or view locations at www.mcna.net. If you reside in Georgia please contact Peach Dental at 1-877-864-0625 or visit them at www.argusdental.com.</p>
	<p>Hearing Call HearUSA at 1-800-333-3389 or go to www.hearx.com</p>
	<p>Mail Order Pharmacy Try our Mail Order Pharmacy for both savings and convenience! You must have a prescription from your provider. Call Assured Rx to enroll at 1-888-987-9977 or visit Assured Rx at www.assuredrx.com.</p>
	<p>Diabetic Supply You don't have to leave home to order. Just call Member Services and they will assist you in ordering directly through the mail.</p>
	<p>Silver and Fit Membership You can go directly on the 1st day of your plan membership. Options available for home fitness programs. Visit www.silverandfit.com or call 1-877-427-4788 Monday - Friday 8am - 9pm.</p>
	<p>Outpatient Behavioral Health Call Member Services at 1-866-321-3947 for a referral or individual/group therapy.</p>
	<p>Provider Directories Please visit our website at www.americas1stchoice.com or contact Member Services at 1-866-321-3947 on-going updates to our Provider Directory.</p>
	<p>Claims Mailing Address Our mailing address for claims is: South Carolina - P.O. Box 210769, Columbia SC 29221-0769. North Carolina - P.O. Box 210459, Columbia SC 29221-0459. Georgia - P.O. Box 211369, Columbia SC 29221-1369.</p>

Fraud and Abuse

What is health care fraud and abuse? It's when someone gives false information on purpose to get medical services or when doctors don't follow good medical practices, resulting in unnecessary costs to the health care system, improper payment, or services that aren't medically necessary.

Here are some examples of possible fraud and abuse:

- A provider who bills for a service that has not been provided to you.
- A pharmacy that bills for medications that you have not received.
- A provider or member who forges or alters bills and receipts.
- Someone uses another person's identification to get medical care or equipment.
- A company uses false information to mislead you into joining the health plan.

If you suspect fraud or any other potential acts of non-compliance, please contact us. There are several ways you can report:

- **Compliance Hotline:** 1-888-548-0095. This is a private line and you may leave a message without leaving your name. If you leave your name and phone number, we will call you back to make sure we have all the information.
- **Compliance Email:** ComplianceReporting@americas1stchoice.com
- **Compliance Fax:** 1-888-548-0092
- **Mail:** Attn: Compliance Reporting
250 Berryhill Road, Suite 311
Columbia, SC 29210

Your information will be confidential. Reporting fraud and abuse will not affect the medical services you receive nor your membership with the Plan.

You can also contact other agencies to report fraud and abuse.

Office of Inspector General (OIG) Fraud Hotline

Phone: 1-800-HHS-TIPS (1-800-447-8477)

TTY: 1-800-377-4950 **Fax:** 1-800-223-8164

Email: HHSTips@oig.hhs.gov



Address: HHS Tips Hotline
P.O. Box 23489
Washington, DC 20026-3489

South Carolina Department of Insurance

Phone: 1-803-737-6160

South Carolina Fraud Hot Line

Phone: 1-888-95-FRAUD (1-888-953-7283)

North Carolina Department of Insurance Criminal Investigation Division

Phone: 1-800-546-5664 (In state only) or 919-807-6840

Georgia Fraud Hot Line

Phone: 1-800-726-6070 or 404-656-2060 (Local number)

Here are some tips to help prevent fraud:

- Never give your Medicare number to anyone, except your doctor or other Medicare provider.
- Don't let anyone borrow or pay to use your Medicare ID card or your identity.
- Be suspicious of anyone who offers you free medical equipment or services and then requests your Medicare number. If it's free, they do not need your number.
- Be cautious of any provider who states he or she has been endorsed by the Federal Government or by Medicare.
- Avoid a provider of healthcare items or services who tells you that the item or service is not usually covered, but they know how to bill Medicare to get it paid.
- Use a calendar to track your appointments, admission and discharge dates, and what tests or X-rays you get, and compare this with the Medicare Summary Notice (MSN) you receive.

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Member Newsletter

HEALTH & WELLNESS INFORMATION

Diabetic Supplies

If you use supplies for monitoring your diabetes, contact us to request covered supplies by mail.

**Call Member Services
at 1-866-321-3947**

Option 2 (for existing member).

Diabetes Care

Successful diabetes care takes sensible choices; like watching what you eat, regular exercise, checking your blood sugar, medication and regular check-ups. Ask your doctor to help you create a diabetes care plan, so you know how to take care of yourself, and what tests you need and when.

DAILY – Try to eat healthy foods; like fruits and vegetables. Eat lean protein when you can, and try to cut down on high-fat foods, sugar and carbohydrates. Check your blood sugar and record your results; so you can bring them to your next check-up.

WEEKLY - Exercise for 30 minutes a few times a week. Exercise can be as simple as taking a walk, or riding a bike. You can also get exercise through daily chores; like yard-work or household chores.

CHECK-UPS – the American Diabetes Association suggests that diabetics should see their doctor 4 times a year; especially if you are on insulin or your blood sugar is not well-controlled. If you

are only on pills to manage your diabetes, then you should see your doctor for a check-up at least twice a year, here are some tests that your doctor may order:

- **HbA1c Blood Test**
- **Cholesterol Test**
- **Urine Test**
- **Blood pressure check**
- **Foot Exam**
- **Eye Exam**

A comprehensive dilated eye exam is essential for people with diabetes, who are at increased risk for glaucoma, cataracts and retinopathy, a nerve disorder. An annual eye exam can diagnose eye problems early, when they can be effectively treated, and is a covered benefit for people with diabetes.

Ask your doctor about how to learn more about diabetes. Talk with your doctor about what care is right for you. Getting care for diabetes can help prevent long-term problems. Diabetics are at a higher risk for heart disease, stroke and eye problems. Your doctor may be able to help you lower your risk of these problems.

Live a healthier life by taking an active role in your diabetic health care!