



Getting started

with Healthy Blue

1-866-781-5094 (TTY 1-866-773-9634)

www.HealthyBlueSC.com

 [www.facebook.com/
HealthyBlueSC](http://www.facebook.com/HealthyBlueSC)

 [@HealthyBlueSC](https://twitter.com/HealthyBlueSC)

 [@CoachBlueSC](https://www.instagram.com/CoachBlueSC)



Welcome to the Family of BlueSM!

We're glad you chose us!

This booklet will help you learn how to use your new health plan. For more details, be sure to read your member handbook (Evidence of Coverage). You can also view a copy of your Evidence of Coverage (EOC) at www.HealthyBlueSC.com. You can request a copy by calling our Customer Care Center at 1-866-781-5094 (TTY 1-866-773-9634) Monday through Friday from 8 a.m. to 6 p.m. Eastern time.

Also, be sure to Like us on Facebook.

When you connect with the hashtag #SCHealthyBlueis4you, we'll send you a FREE new member gift.



Contents

Getting started with our plan	2
Your PCP and you	4
Getting care: Know where to go	5
Giving you support	6
Your benefits	7
Pharmacy	9
How to file a grievance	10
Fraud, waste or abuse	11
Your resources	12
Important phone numbers	13



Getting started with our plan

Look for your Healthy Blue member ID card in the mail.

Keep this card with you — you'll use it to get all your services: doctor visits, prescriptions, behavioral health services or emergency care. Your ID card includes:

- The name and phone number of your primary care provider (PCP)
- Your Medicaid identification number
- The date you became a Healthy Blue member
- Your date of birth
- Your Healthy Blue identification number
- What to do if you have an emergency
- Any phone numbers you might need to know, such as:
 - Customer Care Center
 - 24-Hour Nurseline
 - Pharmacy Member Services

Did you get your Healthy Blue ID card?



If it doesn't come in the mail within 15 days of joining our plan, give us a call at **1-866-781-5094 (TTY 1-866-773-9634)** Monday through Friday from 8 a.m. to 6 p.m. Eastern time.

Create your online account

We're always looking for ways to make care and services easier to access. Our secure member portal is designed to help you get the information you need, whenever you need it. You can view or print your member ID card, manage your prescriptions and more! Create your account at www.HealthyBlueSC.com. You'll just need your member ID number (shown on your ID card), your birth date and your ZIP code.



Have questions?

We're only a call away, at 1-866-781-5094 (TTY 1-866-773-9634). Our Customer Care Center is open Monday through Friday from 8 a.m. to 6 p.m. Eastern time. You can also speak to a nurse anytime, day or night, by calling our 24-Hour Nurseline at 1-866-577-9710 (TTY 1-800-368-4424).





Your PCP and you

Your PCP is listed on your ID card.

This is the main doctor you'll see for most of your health needs and where you want to go for care first.

If you want to change your PCP, let us know by calling the Customer Care Center at **1-866-781-5094** (TTY **1-866-773-9634**). A representative can help you choose one near you. You can also search for a new PCP at www.HealthyBlueSC.com with our Find a Doctor tool. Prefer a printed provider directory? You can download it from the Find a Doctor page on the website, or request a free copy by calling the Customer Care Center.



Make an appointment

You should see your PCP **within 90 days** of joining. Call your PCP office to set up this important visit today.

Getting care: Know where to go

Your health care needs don't always follow a schedule.

When you're sick or hurt with a serious illness or injury and can't get to your PCP, you should go to an **urgent care center**. If you have a condition that **could end in death or very serious bodily harm**, call 911 or go to the nearest emergency room (ER). **This is an emergency.**

If your symptoms are less serious, but need medical care within 48 hours, choose an urgent care. If you're not sure which is best, see the chart below, or call our 24-Hour Nurseline at 1-866-577-9710 (TTY 1-800-368-4424).

Is it an emergency?



Go to urgent care if you ...	Go to the ER if you ...
Have a cold or the flu, are vomiting or have a low fever	Have chest pain or trouble breathing
Have a sprain, strain or minor broken bone	Have injury to the head or uncontrolled bleeding
Have minor cuts	Are coughing up or vomiting blood



Giving you support

People have different needs at different stages of their lives.

We want to partner with you in your health journey, which is why we offer programs like case management and disease management to help you manage illnesses. We also offer discounts on programs to help you get healthy and stay healthy. Even our youngest members have access to the best care! Besides well checkups, infants and toddlers with developmental delays through 3 years old can benefit from early intervention services through BabyNet. You can find out more about these on our website, www.HealthyBlueSC.com.

Healthy mind, healthy body

Handling the tasks of a home and family can lead to stress. Stress can lead to:

- Depression and/or anxiety.
- Marriage, family and/or parenting issues.
- Alcohol or drug misuse.

If you or a family member is having these kinds of problems, we're here to help. Call the Customer Care Center at 1-866-781-5094 (TTY 1-866-773-9634). You can also get the name of a behavioral health specialist if you need one.

You don't need a referral from your PCP to get these services or to see a behavioral health specialist in your network.

Your benefits

As a Healthy Blue member, you can enjoy many services as part of your regular Medicaid coverage, like:

- **No referrals** needed to see in-network specialists.
- **No copays** for children under 19.
- **Flu shots** for members 19 and older at in-network pharmacies.
- **No-cost disease management program** for those with long-term health issues.
 - If you have a chronic condition like asthma, diabetes or a heart condition, we will work directly with you to help you manage your health.
- **No-cost case management program** to help with multiple illnesses.
 - We can help you manage the moving pieces in your health care.
- **24-Hour Nurseline** for answers to your medical questions day and night.
- **Transportation setup** for eligible members.



On top of your regular health benefits, you also get these **extra benefits**:

- **Free diapers** for Healthy Blue members age newborn to 15 months who complete well-child visits
- **Adult vision program** for ages 21 and up
 - **Free annual eye exam**
 - **New frames and lenses every other year**
- **Free GED® Ready Assessment Test for ages 17 and up**
- **Sports physicals for kids ages 6-18**
- **Pregnant members and new parents can get:**
 - **A no-cost car seat** — just for going to your prenatal visits
 - **A Healthy Rewards reloadable card** to use at certain retail stores if you go to your prenatal and well-child checkups
 - **No-cost circumcision** for newborns up to a year old



- **Electric breast pump** for breastfeeding moms
- **No-cost prenatal program** with pharmacy and nutritional counseling
- **No-cost referrals** for in-home nurse assistance before and after your baby is born (eligibility requirements apply)
- **Free diaper bag for Healthy Blue newborns**
- **No copays** for preventive and/or urgent care visits for adults 21 years and older
- **A free cellphone with free monthly minutes, data and text messages**
- **Two months of free Wi-Fi in participating areas**
- **Low-cost or free over-the-counter (OTC) medicines** with a prescription
- **Healthy Blue Community Resource Link** to search by ZIP code for no-cost or low-cost resources in your community
- **Free Girl Scouts membership** and discounts toward program materials for members grades K-8
- **Free Youth Explorer Program through Boy Scouts of America** for members grades 3-12
- **The Blue Book ClubSM** for members newborn through 2 years to get up to three books at no cost at:
 - Birth
 - 13-14 months
 - 25-26 months
- **Free headphones for kids in grades K-12**
- **Discounts on Boys & Girls Club fees**
- **Discounts from Jenny Craig[®]**
- **Free MedSync program** to help you get all of your prescriptions on the same day, each month
- **Community events** like:
 - Baby showers for expecting moms with food, games and prizes
 - “Lunch and Learn” — New member welcome sessions to help you learn more about your benefits and extras you get by being a Healthy Blue member





Pharmacy

We cover a wide range of prescription and OTC drugs to help you stay healthy.

See what drugs we cover, find a pharmacy near you, and more by visiting our website at www.HealthyBlueSC.com.

Here are a few common types of OTC drugs that are covered under your pharmacy benefit:

- Pain relievers like aspirin, acetaminophen, ibuprofen, naproxen
- Nicotine replacement products like gums, patches and lozenges
- Topical antibiotics, ointments, antifungals
- Some contraceptives, vitamins, minerals, antacids and more



We cover OTC drugs with a prescription that are on our Preferred Drug List. Visit the website for a full list of covered OTC drugs.



How to file a grievance

We care about the quality of service you get from us and from our health care providers.

If you ever have a problem, we want to hear from you. You can also file a grievance. This can be done by yourself or someone you choose to act on your behalf. You can do this in one of many ways:

- Call us at the Customer Care Center 1-866-781-5094 (TTY 1-866-773-9634) and tell us about the issue.
- Find the grievance form on our website at www.HealthyBlueSC.com, fill it out, and mail or fax it to us.
- Write a letter, including as many details as possible, and send it to us.

SC Healthy Blue
Grievance and Appeals
P.O. Box 62429
Virginia Beach, VA 23466-2429
Fax: 1-866-216-3482



We will send you an **Acknowledgement Letter** to let you know we've received your grievance. Then, we'll research the issue and send you a **Grievance Resolution Letter** within 30 calendar days of the date we got your grievance to let you know our decision.

Reporting fraud, waste or abuse

If you think a member or doctor is involved in fraud, waste, or abuse, you should report it.

To report suspected fraud, waste, or abuse to Healthy Blue, email us at medicaidfraudinvestigations@amerigroup.com, or call the Customer Care Center number on your card. Please give as many details as possible.

To report suspected fraud and/or abuse in South Carolina Medicaid, call the Fraud Hotline toll-free at 1-888-364-3224 or email them at fraudres@scdhhs.gov.

Thank you for helping Healthy Blue's efforts to find fraud, waste and abuse.

Do more online

Go to www.HealthyBlueSC.com to:

- Access the online provider directory and find a doctor or specialist.
- Read your member handbook and find information about your benefits.
- Order or print your member ID card.
- Send us a secure message.
- Manage your prescriptions.

Your resources

Renewing your benefits

Renew your benefits every year so you don't lose them! Follow these simple steps:

- **Watch your mail** — You'll get a reminder letter and form from South Carolina Healthy Connections Choices at least 60 days before your benefits end.
 - **If you moved, be sure Healthy Connections Choices has your current address.** Call 1-877-552-4642 to update them. You can also call us at the Customer Care Center at 1-866-781-5094 (TTY 1-866-773-9634) and we can notify them on your behalf.
- **Complete the renewal form** — Fill it out and sign the signature page.
- **Return the renewal form to Healthy Connections by the due date.**



What if I move?

You'll need to let us know if there is a change in your status, you have a baby, move to a new address or change jobs. We need to know so we can make sure you're getting the right health care. Please update us at the Customer Care Center at 1-866-781-5094 (TTY 1-866-773-9634) and update Healthy Connections at 1-888-549-0820 (TTY 1-888-842-3620).

What if I get a bill?

In most cases, unless you're responsible for a copay or you agreed ahead of time to pay for services that weren't covered, you won't get a bill. If you get a bill and you're not sure you should pay for the charges, you can call us at 1-866-781-5094 (TTY 1-866-773-9634). We'll tell you if you need to pay.

Important contacts

Customer Care Center

For questions about benefits or to change or verify your PCP, you can call the Customer Care Center at 1-866-781-5094 (TTY 1-866-773-9634) Monday through Friday from 8 a.m. to 6 p.m.

Pharmacy Member Services

If you have any questions about your pharmacy benefit, call Pharmacy Member Services at 1-833-207-3118 (TTY 711) 24 hours a day, seven days a week.

Write to us

If you have questions, you can send a letter to:

Healthy Blue
P.O. Box 100124
Columbia, SC 29202-3124

You can also send us a secure message using the secure member portal. To register for the secure member portal:

- Go to www.HealthyBlueSC.com.
- Select Login and Register to get started.

24-Hour Nurseline

To talk to a nurse seven days a week, 24 hours a day, call the 24-Hour Nurseline at 1-866-577-9710 (TTY 1-800-368-4424).

Vision services

For information on available vision services, call Vision Service Plan (VSP) at 1-800-877-7195 (TTY 1-800-428-4833). VSP is an independent company that provides vision benefits on behalf of BlueChoice HealthPlan.

Dental services

Healthy Connections dental benefits are provided through DentaQuest. For more information, call DentaQuest at 1-888-307-6552.

DentaQuest is an independent company that administers dental benefits on behalf of BlueChoice HealthPlan.

BlueChoice HealthPlan is an independent licensee of the Blue Cross and Blue Shield Association. BlueChoice HealthPlan has contracted with Amerigroup Partnership Plan, LLC, an independent company, for services to support administration of Healthy Connections.

