

Information for Foster Parents and Residential Staff



**24 HOUR
NURSE LINE
1-800-304-5436**

For children in foster care who have First Choice by Select Health as their managed care organization, the following resources are available for foster parents and residential staff. For children who do not have Select Health, please contact the SCDSS Office of Child Health and Well-Being at: childhealth@dss.sc.gov or by calling (803)898-7788. We can provide care coordination for your child.

Having First Choice allows you access to a 24-hour nurse line for any health-related questions or concerns.

The nurse will:

- Listen to your concerns about the child's symptoms
- Help you decide if you should call your child's doctor or go to the hospital
- Give you tips on how you can care for your child at home
- Call you back to see how your child is feeling

They will call you back within 24 hours.

Select Health Care Coordination

Starting July 2019, Select Health created a unit of dedicated nurse care managers and care connectors for children in foster care. When a child is enrolled in First Choice by Select Health, a care connector will make an initial call to introduce you to the team and gather general information about your child.

You will then be assigned a care manager. A welcome letter will be sent with your care manager or care connector's contact information. Care connectors will call to assist with helping to set up appointments, finding a primary care doctor for your child, following up on any referrals or services needed, and assist in finding community resources.

Care managers are there to answer questions and provide education needs for mental health or physical health conditions. Working alongside DSS, Select Health and the Foster Care team will provide support for you and your child in foster care. This program is an integral part of the health care reform at SCDSS, and each child must receive care coordination. Please respond to your care coordinator's call when they reach out.

When you receive a call, care connectors will introduce themselves as part of the Foster Care team with Select Health. They will explain that due to the Health Insurance Portability and Accountability Act (HIPAA) they must make sure they are talking to the right person. Foster parents or residential staff will be asked to verify the foster child's first and last name, date of birth, and address where the child lives. Once verified, Select Health staff will gather information and discuss follow up. Any Select Health call will include a HIPAA verification each time at the beginning of call.

**For questions or to reach the Foster Care team,
please call First Choice Member Services at 888-276-2020 and press Option #3.**

QUESTIONS? Email us at: childhealth@dss.sc.gov or call The Office of Child Health and Well-Being at (803) 898-7788 We are here to help.