



Member Update - March 31, 2023

Annual Reviews Restarting Next Week, New Document Upload Tool for Healthy Connections Medicaid Members

Annual reviews restart for Healthy Connections Medicaid members **April 1, 2023**. Please make sure we have your updated contact info.

We will first try to renew members' eligibility with info we have. If we can renew this way, you will receive a "continuation of benefits" notice. If we cannot confirm your continued eligibility, we will mail you an annual review form. You will need to fill it out and then return it within about 60 days.

Members may now return their form through SCDHHS' new [document upload tool](#). It is an online resource where you can return requested info, report a change in income, return an annual review form or submit other documents. The info you upload through the tool will also allow us to contact you if we have any questions about what you submitted. The document upload tool and [instructions on how to use it](#) can be found at apply.scdhhs.gov.

There are four other ways members may return their review form and other documents:

- Mail: SCDHHS Central Mail, PO Box 100101, Columbia, SC 29202
- In-person: Click [here](#) for a list of local eligibility offices
- Email: 8888201204@fax.scdhhs.gov
- Fax: (888) 820-1204

While the process starts April 1, it will likely take about 12 months to complete all annual reviews. This means some members will not get their notice or review form until March 2024. You will be notified when it is time for your review.

If you get an annual review form in the mail, it does not mean you are no longer eligible. It means you should fill out the form and/or send SCDHHS other info needed to decide if you are still eligible. If you do not, you may lose your Medicaid coverage.

It is important we have your updated contact info. If you have moved without telling us, you may miss important details and forms needed to keep your Medicaid. Members can update or add their contact info by:

- Visiting apply.scdhhs.gov.
- Calling (888) 549-0820 Monday through Friday from 8 a.m. to 6 p.m.
- Going to an SCDHHS local eligibility office Monday through Friday from 8:30 a.m. to 5 p.m. (view the list at scdhhs.gov/site-page/where-go-help)

Visit www.scdhhs.gov/annualreviews for more info.

Follow SCDHHS on our [Facebook](#) and [Twitter](#) pages for regular updates. You can also view the Medicaid Member Handbook [here](#) on SCDHHS' website to learn more about what is covered, where to go to ask questions and more.