

South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
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ALL-GENERAL 07-04

MEDICAID BULLETIN

TO: All Providers

SUBJECT: New Medicaid Quality Improvement Organization (QIO)

Effective July 1, 2007, the South Carolina Department of Health and Human Services (SCDHHS) will begin implementation of a contract with Qualis Health as our new Quality Improvement Organization.

Qualis Health has over 30 years of experience performing utilization reviews for Medicaid populations in several states. Qualis Health will perform all functions previously performed by the Carolinas Center for Medical Excellence (CCME) to include but not limited to external hospital utilization review services, prior approval requests and support document reviews. Their toll-free numbers are 1-877-717-8592 (phone) and 1-877-717-8594 (fax).

CCME will continue to perform retrospective reviews through June 30, 2007. Denial letters issued by CCME for reviews performed during the month of June will include specific instructions for how to submit reconsideration requests. Prior Approval requests will continue to be submitted to CCME through June.

Another bulletin will be issued with Provider Manual updates to the Quality Improvement sections and an updated list of codes requiring prior approval and medical support documentation, is in process. A Provider/Facility training session sponsored by Qualis has been scheduled to take place on June 28, 2007, at the Embassy Suites Hotel in Columbia. There will be two morning sessions, 8:30-9:30AM for professional training and 10:30-11:30AM for facility training. Additional information regarding registration will be included in the next bulletin. For information about the Qualis Health and South Carolina Medicaid QIO activities, as well as provider training, visit the Qualis Health website at www.qualishealth.org.

If you have any questions regarding this Bulletin, please contact your program representative at (803) 898-2665. Thank you for your continued support of the South Carolina Medicaid program.

/s/

Susan B. Bowling
Acting Director

SBB/gvcb

NOTE: To receive Medicaid bulletins by email, please send an email to bulletin@scdhhs.gov indicating your email address and contact information.

To sign up for Electronic Funds Transfer of your Medicaid payment, please go to the following link for instructions: <http://www.scdhhs.gov/dhhsnew/serviceproviders/eft.asp>