

## September 2016 Stakeholder Update



### Advicare Advocate Claims

Advicare Advocate will continue to pay claims for dates of service before Sept. 1, 2016, as long as they meet the timely filing requirement of 365 days. Claims can be sent to: Advicare, P.O. Box 5547, Hauppauge, NY 11788. All eligible Advicare Advocate members were transitioned to a new health insurance by Sept. 1, 2016. For [more information](#) please see the recent notice posted on this topic in the [Announcements](#) section of our website.

### HCBS Provider Phase II Transition FAQ Release

On Sept. 1, the South Carolina Department of Health and Human Services (SCDHHS) took the next step in its transition of key Home and Community Based Services (HCBS) responsibilities to the Medicare-Medicaid Plans (MMPs) for HCBS participants in the Healthy Connections Prime program. Phase II was executed and some key functions that were previously performed by SCDHHS have been transitioned to the MMPs, including, but not limited to, service plan approval and monitoring, LTC annual reassessment, provider reimbursement and provider contracts. For more information regarding the transition of HCBS authority, please see the [FAQ document](#) on the [Provider Toolkit](#) section of our website.

### Plans Receive Dementia Dialogues Training

Throughout the Healthy Connections Prime demonstration, health plans were afforded the opportunity to attend Dementia Dialogues, a structured dementia education program developed by the Office for the Study of Aging at the University of South Carolina. Dementia Dialogues educated the care coordinators employed by the health plans about recognizing the signs and symptoms associated with Alzheimer's disease, communication techniques for use with individuals suffering from Alzheimer's disease and service support for individuals and their caregivers. For more information about the Dementia Dialogues program or to attend a training, please see the [announcement](#) at the bottom of the [Provider Toolkit](#) section of our website.

### September 22<sup>nd</sup> is the 9<sup>th</sup> Annual National Fall Awareness Day

According to the National Council on Aging (NCOA), one in three Americans aged 65+ falls each year, and these falls are the leading cause of head injuries and hip fractures in older adults. Fall prevention webinars, flyers, and other education materials are available on [NCOA's website](#).

### Other Updates

- [August 2016 Enrollment](#)
- [July 2016 Enrollment](#)

### For More Information and the Latest News

Please visit our website at <http://www.scdhhs.gov/prime> or call the SC Thrive Customer Service Center at (800) 726-8774, Monday-Friday, 8:30 a.m.–5 p.m. TTY users call 711. This call is free.