

South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
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February 20, 2009

MEDICAID BULLETIN

TO: All Medicaid Providers

SUBJECT: I. Managed Care Organizational Change
II. Clarification of Changes

I. Managed Care Organization Change

Effective on March 1, 2009, Amerigroup Community Care of South Carolina, Inc. also known as Amerigroup, has agreed to sell its Medicaid and SCHIP lines of business to Absolute Total Care by Total Carolina Care (TCC) also known as Total Carolina Care.

While the transition will include the transfer of Healthy Connections Choices and Healthy Connections Kids members from Amerigroup to Absolute Total Care, all current Amerigroup members will have a 90-day choice period to select another health plan. Those members choosing to change their plan should be referred to Healthy Connections Choices at **1-877-552-4642** for assistance.

II. Clarification of Changes

- A.** Any Prior Authorizations (PAs) issued by Amerigroup prior to March 1, 2009 will be honored by Absolute Total Care.
- B.** Members transferring to Absolute Total Care will receive a new benefits card. Regardless of the member's ability to provide a benefits card, providers are still responsible for confirming eligibility and plan association prior to rendering services.
- C.** All claims for services rendered to Amerigroup members prior to March 1, 2009, should be filed with Amerigroup. Effective on or after March 1, claims should be filed with Absolute Total Care.

- D.** The 72-hour Emergency Pharmacy supply rule remains in effect for all Absolute Total Care members in order to avoid any interruption of current therapy or delay in the initiation of therapy while the transfer of membership to a new plan is undertaken.
- E.** Contact information for Amerigroup and Absolute Total Care is listed below:

Amerigroup

Web-site: www.myamerigroup.com

Toll Free Telephone: 1-800-600-4441

Absolute Total Care

Web-site: www.absolutetotalcare.com

Toll Free Telephone: 1-866-433-6041

Your continued support of the South Carolina Medicaid Program is appreciated. Please refer any questions or concerns regarding this bulletin to the Managed Care staff at (803) 898-4614.

/S/

Emma Forkner
Director

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Note: To sign up for Electronic Funds Transfer of your Medicaid payment, please go to <http://www.dhhs.state.sc.us/dhhsnew/hipaa/index.asp> and select "Electronic Funds Transfer (EFT)" for instructions