

South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Post Office Box 8206
Columbia, South Carolina 29202-8206
www.scdhhs.gov

April 18, 2011

ALL

MEDICAID BULLETIN

TO: Providers Indicated

SUBJECT: Eligibility Verification Problem

Providers may have been given inaccurate information concerning participation in a managed care plan (Managed Care Organization (MCO) or Medical Homes Network (MHN)) when checking eligibility from Saturday, March 26, 2011 through Thursday, March 31, 2011. Enrollment in an MCO or MHN was not reflected. Beneficiaries enrolled in an MCO or MHN appeared, in error, as being enrolled in fee-for-service Medicaid. We apologize for any inconvenience and have corrected the problem; however, it is possible claims will reject with a 965 or 989 edit, requiring action on the part of the provider.

For claims with a 965 edit, please contact the beneficiary's primary care provider for a 6-digit referral number and resubmit the claim to SCDHHS for processing.

For claims with a 989 edit, please file the claim(s) to the beneficiary's MCO. Should you receive a denial, please contact the MCO for assistance as they have been asked to adjudicate claims for dates of service March 26, 2011 – March 31, 2011. If you are unable to resolve the issue through the MCO, please contact the Division of Managed Care at 803-898-4614.

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/
Anthony E. Keck
Director

AEK/gcc

NOTE: To receive Medicaid bulletins by email, please register at <http://bulletin.scdhhs.gov/>. 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.