

South Carolina
Healthy  **Connections**

This booklet belongs to:

Your Name

Address

City, State, Zip

Phone

E-mail

**Call 1-888-549-0820 if you
have questions or need
help. This is a free call.**

**Si usted desea este folleto
en español, llámé
1-888-549-0820, por favor.**

Revised-March 2008

CONTENTS

What is Medicaid? What is Medicare?.....	3
How To Use Your Healthy Connections Medicaid Card.....	4
Your Benefits	6
Medical Home.....	10
Options.....	11
If You Are Pregnant.....	12
Well Care & Healthy Habits	14
Children with Special Needs.....	15
Rights & Responsibilities	16
You Must Report Changes.....	16
Penalties for Fraud	17
Fair Hearing Rights.....	17
Civil Rights	17
Health Information Rights.....	17
Medicaid County Offices	18

SOUTH CAROLINA HEALTHY CONNECTIONS MEDICAID PROGRAM

This book will tell you about the South Carolina Healthy Connections Medicaid Program. It also tells you how to use your Healthy Connections Medicaid Card.

The program should cover most of your health care needs. However, due to special rules not everyone can get all of their health care needs covered. If you have any questions about what is covered, please ask your eligibility worker or call 1-888-549-0820. The list of local eligibility office telephone numbers and addresses is in the back of this book.

You will need to show your card each time you go to your doctor, clinic or drugstore. Medicaid also wants you to get other basic health care from doctors that you know and trust. Community health centers can offer you basic health care if you do not have a doctor. Please call the nearest health center in your area to set up a visit. They will help you find ways to pay for those services. You can get a list of health centers in your area and their phone numbers by calling 1-888-549-0820.

FAMILY PLANNING WAIVER SERVICES

If you have been approved for family planning waiver services only, Medicaid will pay **ONLY for family planning services** such as birth control, lab work, doctor visits, exams and family planning counseling. **You will not get the benefits listed on page 6.**

WHAT IS MEDICAID?

Medicaid is a publicly funded insurance program that pays for some low-income people's health care needs. Every state has its own Medicaid program. Every state has different rules and services. So you may be eligible in South Carolina but not eligible in other states.

WHAT IS MEDICARE?

Medicaid is not Medicare. Medicare is health insurance for some disabled or elderly people (age 65+). A person can have both Medicaid and Medicare.

Medicaid will pay for your Part B Medicare premium if you qualify. With Medicaid and Medicare you should only have to pay for care not covered by either one as long as the provider accepts you as a Medicaid patient.

WHO IS ELIGIBLE FOR MEDICAID?

To get Medicaid, a person must be **one** of the following:

- Pregnant
- Age 65 or older
- Totally and permanently disabled
- Under the age of 19
- A caretaker relative living with a child under age 18, and

A person must also:

- Meet income rules (income and resources must be at or below certain limits)
- Meet non-income rules (citizenship, live in the state, medical necessity, etc.)

HOW TO USE YOUR HEALTHY CONNECTIONS MEDICAID CARD

About the Card

Your Medicaid card allows you to get most health care for free. Sometimes there is a small co-payment you will need to pay. Each eligible member of your family eligible for Medicaid will get his or her own card.

Keep the Card

The card is your only identification card. You **will not** get a new card each month.

- Protect your card from damage, especially the black stripe on the back.
- Do not throw your card away.
- Do not let anyone else use your card.
- Do not let the pharmacy or doctor keep your card.
- Try not to lose your card.
- Keep your card away from heat.

Even if you are no longer eligible, keep your card. If you become eligible again, you will use the same card.

Carry the Card

Always take your card when you go to a doctor, hospital, dentist, drug store, or any other medical provider. You should have the card with you at all times in case you need emergency medical care.

Let the Provider See Your Card

The doctor, hospital, dentist, drug store, or other medical provider who accepts your card will use it to prove you are eligible. Do not leave your card with the provider. The provider can make a copy of your card.

If You Lose Your Card

If you lose your card, contact your Medicaid eligibility worker or call 1-888-549-0820. The list of local eligibility office telephone numbers and addresses is in the back of this booklet.

Unpaid Bills

If you have unpaid health care bills in the three months before you applied, let your eligibility worker know right away. We **may** be able to pay some of those bills.

Outside South Carolina

If you are in another state and need emergency care be sure to show your card to the doctor or hospital. There are instructions on the back of your card for out of state providers.

Other Insurance

The provider must bill all other insurance first. Please let your eligibility worker know right away if you get other health insurance. You can still have Medicaid if you have other insurance.

Don't Lose Your Medicaid

You will receive a review form in the mail every 12 month (sometimes sooner). When you receive the review form, you must complete and return it or your Medicaid will stop.

YOUR BENEFITS

This program will cover certain services.

Some of the services you can get are:

- Hospital inpatient and outpatient, emergency room
- Lab and X-ray
- Doctor office visits (physician, nurse practitioner, midwife, podiatrist, chiropractor)
- Well childcare—EPSDT (**E**arly and **P**eriodic **S**creening, **D**iagnosis, and **T**reatment)
- Well adult care
- Vision/Eyes
- Dental/Teeth
- Prescription medications (not all drugs are covered)
- Family Planning
- Medical equipment
- Hospice
- Ambulance
- Transportation to medical appointments
- Nursing facility
- ICF for mental retardation - (**I**ntermediate **C**are **F**acility)
- Inpatient psychiatric care
- Home health
- Physical therapy
- Speech-language therapy
- Mental health services
- Alcohol and drug abuse services
- Family support services
- Targeted case management
- Behavioral health services for emotionally disturbed children
- Home and community based long-term care services

Call 1-888-549-0820 if you have questions about services.

Payment for Services; Co-payments

Some adults may have to pay a small co-payment for some services. Call 1-888-549-0820 if you have questions about which services have a co-payment.

If the provider accepts you as a Medicaid patient, you can only be asked to pay for:

- Allowed co-payments
- Services that are not covered
- Services for which you have already used the limit allowed
- Services that exceed the limit of 12 doctors visits per year and 4 prescriptions per month for adults

The following services will require a co-payment:

- Doctor office visits (Physician, nurse practitioner) \$2.00
- Medical equipment \$3.00
- Optometrist (Vision/Eyes) \$1.00
- Chiropractor \$1.00
- Podiatrist (foot) \$1.00
- Home health \$2.00
- Clinic visits (Federally Qualified Health Center, Rural Health Center, Ambulatory Surgical Center) \$2.00
- Dentist \$3.00
- Prescription medications \$3.00
- Inpatient hospital \$25.00
- Outpatient hospital other than emergency room \$3.00

The following beneficiaries do not have to pay co-pay:

- Children under 19 years of age
- Pregnant women
- Women receiving Family Planning services
- Institutionalized individuals
- Individuals receiving emergency services
- Individuals receiving home and community based waiver services

Need a Ride to the Doctor?

To schedule a ride to a medical appointment call a Broker in your area to schedule your trip.

Broker: Medical Transportation Management (MTM)

If you live in one of these counties call:
1-866-831-4130

Abbeville	Anderson
Cherokee	Chester
Greenville	Greenwood
Lancaster	Laurens
Oconee	Pickens
Spartanburg	Union
York	

Broker: LogistiCare

If you live in one of these counties call:
1-866-431-9635

Edgefield	Fairfield
Lexington	McCormick
Newberry	Richland
Saluda	

Broker: LogistiCare

If you live in one of these counties call:

1-866-445-6860

Aiken	Allendale
Barnwell	Bamberg
Calhoun	Clarendon
Kershaw	Lee
Orangeburg	Sumter

Broker: LogistiCare

If you live in one of these counties call:

1-866-445-8915

Berkeley	Beaufort
Charleston	Colleton
Dorchester	Jasper
Hampton	

Broker: LogistiCare

If you live in one of these counties call:

1-866-445-9954

Chesterfield	Darlington
Dillon	Florence
Georgetown	Horry
Marion	Marlboro
Williamsburg	

Keeping Appointments

Once you make an appointment with a doctor, dentist, or other provider, it is important that you keep the appointment. If you cannot keep the appointment, call at least 24 hours in advance to cancel or reschedule.

You must also call to cancel the ride that was arranged for you.

Try to get to the doctor's office a few minutes early in case there are papers to be filled out. **Be sure to take your Medicaid card and cards from other insurance companies.**

MEDICAL HOME

Finding a Medical Home

You may choose your own doctor, dentist, hospital, drug store, and other medical providers, anywhere in the state of South Carolina. The provider must agree to be a South Carolina Medicaid provider and accept the payment for services to you. If you live near the state line, you can use your card in the next state as long as the provider is not more than 25 miles from the South Carolina state line and agrees to accept your card.

Providers have the right to limit the number of patients they are willing to treat and services they will provide. Before you make an appointment, ask if the doctor accepts new Medicaid patients and your card for payment of services. If they will not, you may want to call another doctor. If you cannot find a doctor who will accept your card, call your local eligibility office, or call 1-800-868-0404, for help finding a doctor. If you go to any medical provider who will not accept your card, you must pay for the services yourself.

Having a Medical Home

Having a medical home means having your own doctor. If you have a medical home, you will know that there will be someone to treat you when you are sick.

You and your doctor will work together to keep you healthy; so do not be afraid to ask questions. This doctor will be someone who knows your health care history and can help you make the best choices about your health care. If you need to see another doctor, this doctor will refer you. Specialists will not usually see a patient who has not been referred by a regular doctor, so it is important to keep a regular doctor.

If you do not understand your illness or what you should do to get better, ask the doctor to explain. Then, do as the doctor says. Take medication as your doctor tells you to and go back for check-ups.

You should use the emergency room only if you have a problem that happens suddenly and needs medical attention right away. Talking to your doctor and having a medical home will help you to better understand the need for emergency room services.

OPTIONS

There are many ways to get care. You can choose to get your care through one of the following plans.

Regular Medicaid

You can go to any doctor who takes Medicaid. It is up to you to find one who accepts Medicaid.

MCO - Managed Care Organization

An MCO is a company that contracts with clinics, doctors, hospitals, drug stores and other providers. You can choose a primary care doctor who is a member of the MCO. This doctor will provide or arrange all the care that you need.

MHN - Medical Home Network

In certain areas of the State, you may have the option of enrolling in a MHN to manage your Medicaid service needs. MHNs are operated by local physicians who will work with you to coordinate your health care.

Help Line

If you have questions about these choices, please call the Help Line at 1-888-549-0820. The Help Line can also tell you how to join the plan you choose. The Help Line is available 7:00 a.m. to 7:00 p.m. Monday through Friday.

IF YOU ARE PREGNANT

See a Doctor As Soon As You Think You Might Be Pregnant

Your baby ought to have the very best chance in life. Good care, while pregnant, is the best way to make sure they get that chance. Medicaid pays for your care while you are pregnant and sixty days after you deliver. See a doctor early in your pregnancy and follow the advice about taking good care of yourself and your baby. The earlier and the better you take care of yourself, the more likely you are to have a healthy baby.

WIC for Good Nutrition

Good food for a future mother is very important for a healthy baby. If you qualify, the Women, Infants and Children (WIC) program will help get you some of the foods your body needs to be healthy while you are pregnant. WIC can help new mothers by getting special foods for your baby or child up to age five. Call your local health department or call 1-800-922-4406.

Caring for Tomorrow's Children

Call 1-800-868-0404 for your free prenatal information book. It is a book with health tips that you and your baby can use.

Your Body is Your Baby's First Home

Remember – everything you eat, drink, or breathe during your pregnancy and while you are breast-feeding can have an effect on your baby. Talk to your doctor about your special needs during this time, such as vitamins, and health risks such as:

- Long hours of standing or heavy lifting,
- The effect of fumes from paint, cleaning fluids, or other chemicals you might breathe, and
- The risk to your baby if you take drugs, drink alcohol, or smoke.

If you are a smoker you should quit as soon as possible. Call the Quitline at 1-800-Quit-Now, a free program available to all South Carolina residents who want to quit smoking. The Quitline provides intervention specifically designed to help pregnant women quit smoking. Also ask your doctor about the smoking cessation or nicotine replacement therapy that is right for you.

WELL CARE & HEALTHY HABITS

Health Exams (Screenings)

Adults—Medicaid will pay for a physical once every five years.

Children—Medicaid will pay for well child check ups. These check ups are very important because medical problems may be found and treated, before they become serious. This program is called EPSDT, (**E**arly and **P**eriodic **S**creening, **D**iagnosis, and **T**reatment).

What the Check Up Includes

The screening includes a health and growth history, physical exam, nutrition and growth assessment, health education, routine shots, lab tests and vision, dental and hearing screenings.

How Often?

You should schedule check ups for children at:

- Birth
- Two months
- Four months
- Six months
- Nine months
- One year
- 15 months
- 18 months
- Each year from age two through six, and then every other year from age seven up through the month of the child's 21st birthday.

Call 1-800-868-0404 if you do not have a doctor or dentist.

Further Treatment

If the person who does the checkup finds a medical problem or something that may become a problem later, treatment will be planned. It is important that you follow the doctor's advice about treatment and that you take your child for needed tests.

Dental

For children, a dental exam every six months is covered. Fillings are also covered. Your child should see a dentist at age one or with the eruption of the first tooth. For adults, only emergency dental care is covered.

Vision

Medicaid will pay for one eye exam and one pair of glasses for a child once a year. Adults can get an eye exam every year and a pair of glasses following cataract surgery.

Having Healthy Habits

- Do not smoke.
- Do not drink alcohol.
- If you are overweight, talk with your doctor about a good diet program.
- Exercise regularly, but talk with your doctor before starting an exercise program.

CHILDREN WITH SPECIAL NEEDS

BabyNet

Is your baby growing as he/she should? If you have a child 3 years old or younger who is slow in learning to talk, move, think or play, BabyNet can help you. Call 1-800-868-0404.

Children's Rehabilitative Services (CRS)

CRS can give your child needed care for a special illness or handicap. This program was known before as the Crippled Children's Program. Call your local health department for more information on this program.

Family Connection

Family Connection of South Carolina helps parents connect with other people who have a child with special needs. Call 1-800-578-8750 or contact

www.familyconnections.org

Medically Fragile Children's Program (MFCP)

The MFCP is a special program for medically complex children. There are three sites in SC: Columbia, Easley, and Charleston. Call 1-803-898-4614 for more information.

RIGHTS & RESPONSIBILITIES

You Must Report Changes

Before you move or change your address, tell your eligibility worker. If you have any changes in your income, resources, living arrangements or anything else that might affect your case (child moved out, spouse went to work, etc.) you must report these changes to your eligibility worker right away. If you get an SSI check, report these changes to Social Security also.

Coverage for children continues for 12 months even if your situation changes. You still must report if your child's address changes.

Penalties for Fraud

You could be fined, sent to prison, or both, if you do any of the following things on purpose:

- a. Give false information when you apply or when your case is being reviewed.
- b. Fail to report anything that would affect your eligibility for benefits or the eligibility of anyone for whom you applied.
- c. Give your blue and yellow plastic card to another person.

Fair Hearing Rights

You may ask for a fair hearing if you think the action being taken on your case is not right. To ask for a hearing, contact your eligibility worker. Your request must be in writing within 30 calendar days from the date on your denial or closure letter.

Civil Rights

The Medicaid program and enrolled providers cannot mistreat you because of your race, color, sex, age, handicap, religion, national origin, political belief or limited English proficiency. If you feel you have not been treated fairly, call 1-803-898-2605 or 1-800-368-1019.

Health Information Rights

The Medicaid program provides you a Notice of Privacy Practices with your Medicaid Card. This explains how health information about you can be used or released. To obtain an additional copy of this notice, please contact 1-888-549-0820.

Medicaid Eligibility Locations

Abbeville County DSS (864) 366-5638
Human Services Bldg.
903 W. Greenwood Street
Abbeville, SC 29620

Aiken County DHHS (803) 643-1938
County Commissioner's Bldg.
1410 Park Ave. S.E.
Aiken, SC 29801

Allendale County DHHS (803) 584-8137
611 Mulberry Street
Allendale, SC 29810

Anderson County DHHS (864) 260-4541
224 McGee Road
Anderson, SC 29625

Bamberg County DHHS (803) 245-4361
Human Resources Center
374 Log Branch Road
Bamberg, SC 29003

Barnwell County DHHS (803) 541-3825
29 Allen Street
Barnwell, SC 29812

Beaufort County DHHS (843) 470-4625
1905 Duke Street
Beaufort, SC 29902

Berkeley County DSS (843) 719-1131
2 Belt Drive
Moncks Corner, SC 29461

Calhoun County DHHS (803) 874-3384
2831 Old Bellville Road
St. Matthews, SC 29135

Charleston County DHHS (843) 740-5900
326 Calhoun Street
Charleston, SC 29401

Cherokee County DHHS (864) 487-2521
1434 N. Limestone Street
Gaffney, SC 29340

Chester County DHHS (803) 377-8135
115 Reedy Street
Chester, SC 29706

Chesterfield County DHHS (843) 623-5226
201 N. Page Street
Chesterfield, SC 29709

Clarendon County DSS (803) 435-4305
3 South Church Street
Manning, SC 29102

Colleton County DHHS (843) 549-1894
215 S. Lemacks Street
Bernard Warshaw Building
Walterboro, SC 29488

Darlington County DHHS (843) 398-4427
300 Russell Street, Room 145
Darlington, SC 29532-3329

Darlington County DHHS (843) 332-2289
404 South 4th Street, Suite 300
Hartsville, SC 29550

Dillon County DHHS (843) 774-2713
1213 Hwy. 34 West
Dillon, SC 29536

Dorchester County DSS (843) 821-0444
201 Johnston Street, Building 17
St. George, SC 29477

Edgefield County DHHS (803) 637-4040
500 W. A. Reel Drive
Edgefield, SC 29824

Fairfield County DHHS (803) 635-5502
1136 Kincaid Bridge Rd. Ext. 425
Winnsboro, SC 29180

Florence County DHHS (843) 669-3354
2685 S. Irby Street - Box I
Florence, SC 29505

Florence County DHHS (843) 394-8575
245 S. Ron McNair Blvd.
Lake City, SC 29505

Georgetown County DSS (843) 546-5134
330 Dozier Street
Georgetown, SC 29440

Greenville County DSS (864) 467-7926
County Square
301 University Ridge, Suite 6700
Greenville, SC 29601

Greenwood County DHHS(864) 229-5258
1118 Phoenix Street
Greenwood, SC 29648

Hampton County DHHS (803) 914-0053
102 Ginn Altman Ave., Suite B
Hampton, SC 29924

Horry County DHHS (843) 381-8260
1601 11th Ave, 2nd Floor
Conway, SC 29526

Jasper County DSS (843) 726-7747
204 N. Jacob Smart Blvd.
Ridgeland, SC 29936

Kershaw County DHHS (803) 432-7676
County Social Services Bldg. Ext.106
110 E. DeKalb Street
Camden, SC 29020

Lancaster County DHHS (803) 286-8208
595 Pageland Hwy.
Lancaster, SC 29720

Laurens County DHHS (864) 833-6109
93 Human Services Rd.
Clinton, SC 29325

Lee County DHHS (803) 484-5376
County Welfare Building
820 Brown Street
Bishopville, SC 29010

Lexington County DHHS (803) 785-2975
Social Services Center (803) 785-2991
605 West Main Street
Lexington, SC 29072

McCormick County DSS (864) 465-2627
215 N. Mine Street
Highway 28 North
McCormick, SC 29835

Marion County DHHS (843) 423-5417
1311 N. Main Street
Marion, SC 29571

Marlboro County DHHS (843) 479-4389
County Complex
1 Ag Street
Bennettsville, SC 29512

Newberry County DSS (803) 321-2155
2107 Wilson Road
Newberry, SC 29108

Oconee County DHHS (864) 638-4400
223B Kenneth Street
Walhalla, SC 29691

Orangeburg County DSS (803) 531-3101
2570 Old St. Matthews Rd., N.E.
Orangeburg, SC 29115

Pickens County DHHS (864) 898-5815
Social Services Building
212 McDaniel Avenue
Pickens, SC 29671

Richland County DHHS (803) 714-7562
3220 Two Notch Road (803) 714-7549
Columbia, SC 29204

Saluda County DSS (864) 445-2139
613 Newberry Hwy.
Saluda, SC 29138

Spartanburg County DHHS (864) 596-2714
1000 N. Pine Street, Suite 23
Spartanburg, SC 29305

Sumter County DHHS (803) 773-5531
105 N. Magnolia Street, 3rd Floor
Sumter, SC 29150

Union County DHHS (864) 429-1660
200 South Mountain Street
Union, SC 29379

Williamsburg County DSS (843) 355-5411
831 Eastland Avenue
Kingstree, SC 29556

York County DHHS (803) 327-9061
1890 Neelys Creek Rd.
York, SC 29730

