

March 5, 2008

ALL-GENERAL 08-01

MEDICAID BULLETIN

TO: Medicaid Providers

**SUBJECT: I. New South Carolina Healthy Connections Medicaid Cards
II. Medicaid Eligibility Verification Services
III. Medicaid Interactive Voice Response System (IVRS)
IV. Web-based Claims Submission Tool**

I. New South Carolina Healthy Connections Medicaid Cards

During the months of March and April 2008, the South Carolina Department of Health and Human Services (DHHS) will replace the current blue and yellow Partners for Health Medicaid card with a South Carolina Healthy Connections Medicaid Card.

- Only one person's name will appear on the new Healthy Connections card. If a family has more than one Medicaid member, each person will receive their own individual card.
- Just like the current Medicaid card, possession of the card does not guarantee Medicaid eligibility. Members may become ineligible for Medicaid for a given month only to regain eligibility at a later date. It is possible a member will present a card during a period of ineligibility. It is very important to verify Medicaid eligibility prior to providing services.



- While the blue and yellow Partners for Health card will remain valid, we ask that providers encourage beneficiaries to call their eligibility worker or 1-888-549-0820 if they do not receive a new card.

II. Medicaid Eligibility Verification Services

The design of the new card continues to include a magnetic stripe on the back that may be utilized in Point Of Sale (POS) devices. Several vendors offer POS devices, PC based software, and Internet or other eligibility verification services. For more information, visit our website at www.scdhhs.gov.

III. Medicaid Interactive Voice Response System (IVRS)

The Medicaid Interactive Voice Response System (IVRS) is an alternative that enables providers to use a touch-tone telephone to verify Medicaid eligibility. The telephone number, **1-888-809-3040**, will be located on the back of the plastic card. To access the IVRS, providers must use their 6-character Medicaid Provider ID. Providers may also use the IVRS to access their most recent Medicaid payment information. There is no charge to providers for IVRS services.

IV. Web-based Claims Submission Tool

SCDHHS provides a free tool, accessible through an Internet browser that allows providers to submit Dental, UB claims, and CMS-1500 claims, query Medicaid eligibility, and check claim status. Providers interested in using this tool must complete a Trading Partner Agreement (TPA) with SCDHHS. Once SCDHHS receives the TPA, the provider will be contacted with the Web site address and logging information. The eligibility query requirements are the same as the IVRS. For information on this tool or to receive a TPA, please contact the South Carolina Medicaid EDI Support Center at 1-888-289-0709.

Questions regarding this bulletin should be directed to your respective Medicaid Program Manager. Your continued participation in the South Carolina Medicaid program is appreciated.

/s/

Emma Forkner
Director

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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/left.asp>