

OSS Advisory Newsletter

OSS PROVIDER TRAINING to register

**CALL TOLL-FREE 1-888-289-0709 or
www.scmehicaidprovider.org**



In April 2011, the South Carolina Department of Health and Human Services (SCDHHS) will be providing training opportunities for Community Residential Care Facilities (CRCFs) that participate in the OSS program. The trainings will include overviews of OSS, Eligibility, DHEC Regulations, OSS Billing, Web Tool, Provider Call Center and Provider Enrollment. There will be time allotted at the close of each training session for questions and answers. Registration will be from 9:30am until 10:00am at the locations in Greenville, Columbia and Charleston. Depending on the length of the question and answer period, workshops are expected to end by 3:30pm. Please pre-register and find directions to each of the training sites at www.scmehicaidprovider.org or call the toll free number for the SCDHHS Medicaid Provider Service Center at 1-888-289-0709, and press option '1' for the EDI Support Center. The dates and locations are listed below:

Thursday, April 14, 2011

Greenville Technical College / Technical Resource Ctr Auditorium
506 South Pleasantburg Drive, Greenville, SC 29606
Auditorium – Building 102 / Barton (Main) Campus

Wednesday, April 20, 2011

Blue Cross and Blue Shield of SC / Palmetto GBA Building
17 Technology Circle, Columbia, SC 29223

Thursday, April 28, 2011

Miller-Motte Technical College
8085 Rivers Avenue, North Charleston, SC 29406

Inside this issue:

| | |
|-------------------------|---|
| OSS and IPC Training | 1 |
| Provider Service Center | 2 |
| Training Reminder | 3 |
| Thinking About It | 4 |

APRIL 01, 2011

OSS Advisory Newsletter

NEW PROVIDER SERVICE CENTER

TOLL-FREE 1-888-289-0709



VOLUME — FY

In January 2011, the South Carolina Department of Health and Human Services (SCDHHS) implemented a new Provider Service Center (PSC) for specific provider groups. Beginning February 14, 2011, SCDHHS opened the PSC to all South Carolina Medicaid providers. The PSC will offer all provider types the expanded opportunity for assistance with Medicaid questions.

PSC customer service representatives will offer assistance with forms and manual requests, claims inquiries, payment issues and general billing issues. PSC representatives will also assist with Questions regarding the Qualified Medicare Beneficiary Program and Managed Care Services.

Providers can contact the PSC via the toll-free number :
1-888-289-0709 / 07:30AM to 05:00PM Monday through Friday.

In addition, the PSC will accept calls from all providers requiring assistance with the following:

- * Provider Enrollment
- * Electronic Data Interchange (EDI) support
- * Filing claims via the Web Tool
- * Nursing Home, OSS and Hospice room and board questions.

Your program representative will remain available to assist with complex issues and to clarify program policy.

APRIL 01, 2011

OSS Advisory Newsletter



*** MANDATORY ***

Electronic Remittance Advice Package and Bulletins

Don't Forget to Register!

Please pre-register for the OSS Trainings as soon as possible.

Pre-register at:

www.scmehcaidprovider.org

Or call:

1-888-289-0709 and press Option '1' for EDI support.

The locations and dates are:

Thursday, April 14, 2011 at Greenville Technical College,

Wednesday, April 20, 2011 at BCBS of SC / Palmetto GBA in Columbia, and

Thursday, April 28, 2011 at Miller-Motte Technical College in Charleston.

The South Carolina Department of Health and Human Services no longer distributes hardcopy remittance advice packages and related edit correct forms through the mail. Distributing remittance advices and associated edit correction forms through the online Web Tool is a more secure and cost effective manner for providers to receive this information.

Please contact the EDI Support Center at 1-888-289-0709.

The EDI Support Center will be able to assist you by sending you a Trading Partner Agreement (TPA) for completion that outlines the requirements for electronic transfer of Protected Health Information (PHI) between SCDHHS and your facility. The TPA is also available at:

<http://www.scdhhs.gov/hipaa/Forms.asp>

Thank you for your continued willingness to provide quality care and services to the beneficiaries of the South Carolina Optional State Supplemental Program and the Medicaid Program. If you have any questions about the TPA, training opportunities for this new feature, user ID's or passwords, please contact the EDI Support Center at the above number.

To sign up and receive electronic bulletins, you must go to:

<http://bulletin.scdhhs.gov>

Post Office Box 8206
Columbia, SC 29201-8206

803-898-2698
803-255-8209 fax
EMAIL : VARN@SCDHHS.GOV or
OSS@SCDHHS.GOV

Thinking about... Fun Activities for Spring

Spring has officially arrived! With longer daylight hours, it's a great time to increase your activity level without even feeling like you're exercising. You don't have to run a marathon to stay in shape. In fact, when it comes to exercise it's not always important WHAT you do but THAT you do it. Doing 30 minutes of moderate activity every day, even only a few minutes at a time, can bring real health benefits. This month's issue presents some fun ways to be physically active during the Spring.

Gardening – It may seem like a passive activity, but if you're growing flowers and vegetables at home or at your facility, you can get a decent workout as well. This is also a great way to involve residents and increase their physical activity. Weeding, planting, fertilizing and watering all take time and effort and involve upper and lower body activity. Plus you'll have a beautiful display to show off your efforts.



Spring Cleaning – We don't always look forward to doing the massive chore of spring cleaning, but there is a benefit to this work, even beyond a cleaner space. These chores can burn calories and stretch and tone muscles. The key to getting more physical activity out of your spring cleaning is intensity. Put on some fast music to help you pick up speed. Whenever you're doing chores, tighten your abs to prevent from slouching. Stretch extra-high to knock down cobwebs (so you feel it along your side). Strive for large up-and-down or circular movements. For example, when polishing a table, make big circles. When you vacuum, use your legs. Instead of standing in one place and pushing the vacuum around, walk from one end of the room to the other. Remember, every little bit of activity helps.

Enjoying Outdoor Events – Whether it's a local festival or a small picnic, outdoor events can encourage you to move more. Oftentimes, parking can be a hassle. So avoid the frustration of finding a prime space by parking farther away. This gives you the opportunity to get in more activity. When attending festivals, be sure to walk around to view all the vendors and entertainment. Many festivals have live music, so you can enjoy dancing, a great moderate activity. If you're planning a family picnic, be sure to bring balls and equipment for outdoor games. Join in and have fun!

Walking (of course) – Walking is one of the simplest ways to be physically active. Spring provides many treats for the eyes of outdoor walkers. Walk with a partner and enjoy the spring blossoms. Remember, if you're having trouble finding 30 minutes to walk, break it down to a couple of times during the day like before or after work and during lunch. When you do have more time, talk a long walk in a more scenic area. The scenery may even encourage you to walk longer.

Window Shopping – If you suffer from allergies during this season and you're not a big fan of household chores, there is still a fun alternative for physical activity. The spring season also brings in new fashion. Head over to your nearest mall and begin window shopping. Walk the entire length and breadth of the floor before you climb up to the next level. Remember to walk the entire mall before you slow down to browse in the stores. You can even begin your walk by parking farther away from the entrance of the mall.