

Medicaid and You!

Mark Sanford, Governor • Emma Forkner, DHHS Director
South Carolina Department of Health and Human Services

Your Medicine



Taking medications that have been prescribed to you by your doctor is a very important part of a healthy lifestyle. Always be sure that you are not going to run out of medicine, which would cause you to skip a day.

Because of Medicaid budget cuts, beginning October 1, 2008, all Medicaid prescriptions will be limited to a maximum of a (31) days' supply. In the past you may have been given a (34) days' supply each month. This includes all new and refilled prescriptions and affects all Medicaid beneficiaries, regardless of age.

If you feel that your benefits have been changed in error, you may ask for a fair hearing before the South Carolina Department of Health and Human Services.

To ask for a fair hearing, send a request in writing, within 30 days to:

Appeals and Hearings
Department of Health and Human Services
Post Office Box 8206
Columbia, SC 29206-8206

To make sure that you do not run out of your prescription, call your pharmacy at least a day before you are going to run out to refill your prescription.

Have you Gotten the Flu Vaccine This Year?

If you have not gotten a flu shot, you may want to talk to your doctor about getting one. The vaccine greatly lowers your chances of catching and passing the flu virus along to others.

If you or someone in your household is under the age of 5, has a weak immune system, a disease, or is 65 and older, you may be at high-risk for the flu.

Also, ask your doctor if Flu Mist, rather than a flu shot, would be appropriate for your child.

Keep Your Benefits



Medicaid requires each beneficiary to complete a review form at certain times. Some people may need to fill out a form every three months, and others may only need to fill one out every year.

When it is time for your review, we will mail you a form called the Medicaid Review Form. This form will tell you what information you must return to us. We may need to know how much money you earn, what property you own, or if you have childcare expenses.

You must answer all the questions on the form and sign it. It is important that you mail this form back to the address listed on the form, and mail it back by the due date. If you fail to return your Medicaid Review Form on time, your Medicaid benefits will end.

If you have questions, please call 1-888-549-0820.

How to Contact Us

General Information

• 1-888-549-0820

To apply for Medicaid

• 1-888-549-0820

To find a doctor who accepts Medicaid

• 1-800-868-0404

Medicaid Pharmacy or GAPS Questions

• 1-800-834-2680 or (803) 898-2876

Medicaid Fraud and Abuse Hotline

• 1-888-364-3224

En Español

Si necesita esta boletín informativo de Medicaid en español, por favor llame a la oficina de Medicaid al 1-888-549-0820. La llamada es gratuita.

Choose Now!

The way you get Medicaid in South Carolina has changed. Medicaid members may now enroll in a health plan. You can choose a health plan that has the doctors and extra services that are best suited to your needs.

You should have received a packet in the mail from South Carolina Healthy Connections Choices. This is the program that will tell you about the health plans you can join. It is very important that you read it. If you don't choose a plan, we may choose a plan for you.

If you go to a doctor you want to continue to see, you can call 1-877-552-4642 to find out what plan he or she belongs to. You can call at anytime- don't wait- enroll with a plan now.

1

You will receive an envelope in the mail. Make sure to **OPEN IT, READ IT, RESPOND TO IT.**



2

MAKE A CHOICE. Call an enrollment counselor at 1-877-552-4642 to help you with your choice.



3

You will receive a card from the plan that you choose.

What You Should Know About Your Medicaid Cards

Medicaid members were recently mailed a new card. If you have not received your new card, it is important that you call your local eligibility office and let them know as soon as possible. The white, green and blue Healthy Connections Medicaid card replaces the old blue and yellow Partners for Health card. Please throw away the old card once you get the new Healthy Connections card.



OLD CARD



NEW CARD

If you are enrolled in a health plan, you will also receive a card from that health plan. This card should be carried with you at all times and be used when you receive any medical services.

Depending on which health plan you are enrolled in, you will receive a card similar to one of the cards below.



What is a health plan?



A health plan is a group of doctors and may also include hospitals and other staff. Your health plan will make sure you can see the right doctor when you need to. All plans provide the same medical services as Medicaid. Some plans also offer extra services, such as diabetes or asthma management programs. To find out more about Medicaid health plans in your area, call **1-877-552-4642**.

SCHIEX

Your health and the care you receive are very important to SC Medicaid. That is why we are participating in a statewide computer system called the South Carolina Health Information Exchange (SCHIEEx). This computer system can help the doctors you work with give you better care.

SCHIEEx is a statewide effort that lets Medicaid doctors look-up your health facts for treatment purposes over a secure web site. Your health record contains facts like your name and date of birth, and data about medical services and care you have received.

Because your privacy is very important, only approved users such as doctors and medical staff can access SCHIEEx. They must have an ID to see information about you. All users must agree to keep your health facts private, and must follow all federal and state privacy laws.

While we hope you will participate in SCHIEEx, it is not required. You may choose to stop at any time. Before deciding to stop, please keep in mind that data in SCHIEEx can help you and your doctor make better choices about your care.

If you do not want doctors to see your health facts, or have questions, please call the Resource Center at 1-888-549-0820. Or, you may view a demonstration and get more information at www.schiex.org.

Being Prepared For A Hurricane

The most important thing you can do during a South Carolina hurricane season is to make sure yourself, your family and your home are prepared for a storm. Make sure you start early and you'll avoid the rush at home supply stores, grocery stores and other places that are busy when hurricane watches and warnings are issued.

Here are six things that you should make sure to have available in your home in case a hurricane hits:

- Water
- Food that won't spoil (like canned food)
- First aid supplies and prescription medications
- Clothing and bed sheets
- Tools and emergency supplies (like flashlights)
- Any items that are special to your family, like pictures.

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