

Healthy Connections

PROVIDER MANUAL



Enhanced Services

Established September 1, 2005
Updated May 1, 2019

SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Healthy Connections
MEDICAID



South Carolina
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Post Office Box 8206
Columbia, South Carolina 29202-8206
www.dhhs.state.sc.us

August 23, 2005

MEDICAID BULLETIN

HMO 05-08
MC-DHEC 05-13
MC-MCHC 05-11

TO: Maternal and Child Health Services Providers

SUBJECT: Medicaid Policy Manual for Enhanced Services

The enclosed revised *Medicaid Enhanced Services Provider Manual* is effective on or after September 1, 2005, and includes all previous HIPAA changes and Medicaid policy bulletins.

This manual is to be used for program information and requirements, billing procedures, and provider services guidelines. **Due to several substantial changes in policy, providers are urged to carefully review this revision.**

In addition to inclusion of policy changes specific to the Enhanced Service program area, the new provider manuals for all Medicaid programs have been reformatted to give them a more consistent, standardized layout and to improve navigation and readability. Headings for each subsection appear on the left side of the page, with the corresponding information on the right. "Chapters" are now called "sections," and the numbering system has been simplified.

The revised manual is organized generally as follows, with each section having its own table of contents:

Section 1, **General Information and Administration**, contains an overview of the South Carolina Medicaid program, as well as information about record retention, documentation requirements, utilization review, program integrity, and other general Medicaid policies.

Section 2, **Policies and Procedures**, describes policies and procedures specific to the Enhanced Service program.

Section 3, **Billing Procedures**, contains billing information that is common to all South Carolina Medicaid programs, as well as program-specific guidelines for claim filing and processing.

Section 4 contains procedure codes, fee schedules, and other approval codes and modifiers.

Section 5, **Administrative Services**, contains contact information for DHHS state and county offices, examples of all forms referenced throughout the manual (as well as some generic forms), and contacts for claim form suppliers/vendors.

The **appendices** include the following:

- Edit Codes, CARCs & RARCs, and Resolutions
- Carrier Codes

The enclosed compact disc contains a copy of the manual in Portable Document Format (PDF). To access the file, you will need Adobe Acrobat Reader software, which is pre-installed on most computers and also available for free download at www.adobe.com/support.

The most current version of the provider manual is maintained on the DHHS Web site at www.dhhs.state.sc.us. [On the DHHS home page, click on the Provider Manuals link listed under the heading "Providers."] The Web site is updated on the first of every month to reflect any minor non-policy changes to provider manuals; for example, corrections to addresses, etc. Note: DHHS policy changes continue to be conveyed to providers as they occur via Medicaid bulletin; manuals are revised to reflect those changes as they occur. Providers with access to the Internet should check the DHHS Web site monthly to access information about any updates made to the provider manuals.

Should you wish to order a printed copy of your provider manual, or an additional compact disc, please call South Carolina Medicaid Provider Outreach at (803) 264-9609. Charges for printed manuals are based on actual costs of printing and mailing.

The policy manual and fee schedule are not subject to copyright regulations and may be reproduced in their entirety.

If you have any questions regarding this provider manual and fee schedule, please contact your program coordinator in the Division of Care Management at (803) 898-4614. Thank you for your continued support of the South Carolina Medicaid program.



Robert M. Kerr
Director

RMK/bgav

Enclosure

NOTE: To receive Medicaid bulletins by email or to sign up for Electronic Funds Transfer of your Medicaid payment, please go to the following link for instructions:
<http://www.dhhs.state.sc.us/dhhsnew/QLEbulletins.asp>

GENERAL TABLE OF CONTENTS

SECTION 1 GENERAL INFORMATION AND ADMINISTRATION

SOUTH CAROLINA MEDICAID PROGRAM 1

PROVIDER ENROLLMENT 9

RECORDS / DOCUMENTATION REQUIREMENTS 13

REIMBURSEMENT 21

MEDICAID PROGRAM INTEGRITY 31

MEDICAID ANTI-FRAUD PROVISIONS / PAYMENT SUSPENSION/ PROVIDER EXCLUSIONS/
TERMINATIONS 41

APPEALS 49

SECTION 2 POLICIES AND PROCEDURES

PROGRAM OVERVIEW 1

PROGRAM REQUIREMENTS 3

PROGRAM SERVICES 7

SECTION 3 BILLING PROCEDURES

GENERAL INFORMATION 1

CLAIM FILING OPTIONS 5

CLAIM PROCESSING 25

SECTION 4 PROCEDURE CODES

PROCEDURE CODES, MODIFIERS, AND APPROVAL REQUIREMENTS 1

SECTION 5 ADMINISTRATIVE SERVICES

GENERAL INFORMATION 1

PROCUREMENT OF FORMS 3

FORMS

APPENDICES

EDIT CODES, CARCS/RARCS, AND RESOLUTIONS APPENDIX 1

CARRIER CODES APPENDIX 2

SCHEDULE OF COPAYMENTS APPENDIX 3

MANAGED CARE SUPPLEMENT

THIRD-PARTY LIABILITY SUPPLEMENT
