

April 3, 2020

SCDHHS Coronavirus Resources and Updates

The South Carolina Department of Health and Human Services (SCDHHS) is providing important resources and updates to ensure Healthy Connections Medicaid members continue to have access to care during the outbreak of coronavirus disease 2019 (COVID-19). These updates include temporary policy changes allowing Healthy Connections Medicaid members to access many health care services from home as well as additional resources to answer questions you may have during the current outbreak of COVID-19.

Nurse Phone Line Now Available 24/7 for Healthy Connections Medicaid Members

Healthy Connections Medicaid members who are not enrolled in a managed care organization (MCO) are now able to speak with a nurse by phone for non-emergency health care-related questions. This resource is open 24 hours a day, seven days a week, and is free to Healthy Connections Medicaid members who are not enrolled in an MCO. If you're enrolled in an MCO, you currently have access to a 24-hour nurse call line where you can ask non-emergency health care-related questions. Nurse call line numbers are available below:

- First Choice by Select Health of South Carolina
 - (800) 304-5436
- Absolute Total Care
 - (866) 433-6041
- Healthy Blue by BlueChoice of SC
 - (866) 323-0664
- Molina Healthcare of South Carolina
 - (888) 275-8750
- WellCare
 - (800) 919-8807
- Nurse Call Line for Healthy Connections Medicaid not Enrolled in an MCO
 - (877) 275-0077

To best meet the needs of Healthy Connections Medicaid members, SCDHHS has also expanded the availability of the Healthy Connections Medicaid Member Contact Center, which is now open from 9 a.m.-2 p.m. on Saturdays, in addition to 8 a.m.-6 p.m. Monday through Friday, at (888) 549-0820.

There are also a number of free resources offered by telehealth virtual care providers. These options are available to anyone experiencing COVID-19 symptoms and are outlined in [this message that was sent on March 20, 2020](#). The message sent on March 20 also contained information regarding the suspension of annual reviews during the COVID-19 crisis.

Temporary Coverage Policy Updates to Ensure Continued Access to Care During the COVID-19 Outbreak

SCDHHS has updated several policies over the last three weeks to ensure Healthy Connections Medicaid members have access to quality care and help contain the spread of COVID-19. Many of these temporary policy changes allow Healthy Connections Medicaid members to receive health care services

from their own home over-the-phone or through a video interaction rather than visiting their health care provider in-person. This type of health care service is commonly known as “telehealth.” If you have questions regarding telehealth, call your health care provider for more information on what options may be available.

All South Carolina Residents Encouraged to Complete 2020 Census

By now every home in South Carolina should have received an invitation to participate in the 2020 United States Census. Participating in the census is very important. Data used from the census are used to determine how much federal funding each state receives for key services, including Medicaid. Census data are also being used right now to help federal and state officials figure out how to fund emergency relief efforts across the country.

All South Carolina residents are being asked to complete the census as soon as possible by responding online, by phone or by mail. The census is safe, easy to complete and can be taken in under 10 minutes. The personal information you provide is kept confidential, and the law is required to protect your answers. The United States Census Bureau does not disclose any personal information and is required to protect your answers and responses, which are only used to produce statistics.

More information about the census, including how to complete it, can be found on the [2020 United States Census Bureau’s website](#).

Finally, for more public health resources, tips and updates, please regularly check [DHEC](#) and the [CDC’s](#) COVID-19 webpages.