

April 24, 2020

## MEDICAID ALERT

**TO: All Providers**

**SUBJECT: Updated Coronavirus Disease 2019 (COVID-19) Provider FAQ Responses**

As a part of the state's preparation and response to coronavirus disease 2019 (COVID-19), the South Carolina Department of Health and Human Services (SCDHHS) has issued guidance to providers through Medicaid bulletins, provider alerts, webinars, memos and the publication of answers to common provider inquiries on the [frequently asked questions \(FAQ\)](#) section of the agency's COVID-19 website. These and other resources are available at [www.scdhhs.gov/covid19](http://www.scdhhs.gov/covid19).

SCDHHS has recently updated its FAQ page with additional guidance. Newly addressed topics on the FAQ page include:

- Behavioral Health;
- Billing and Reimbursement;
- Healthy Connections Medicaid Member Coverage;
- Managed Care Organizations;
- Pre-authorizations and Documentation Requirements; and,
- Additional Operational Questions.

SCDHHS has continued to receive and review an extensive amount of meaningful input, questions and suggestions from stakeholders regarding how to best serve Medicaid beneficiaries during the current pandemic. Providers should continue to submit their questions and feedback to [covid@scdhhs.gov](mailto:covid@scdhhs.gov).

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program. SCDHHS looks forward to continuing its partnership with health care providers and all those involved in the health care delivery system to maintain access to the high-value, evidence-based services that are available to Healthy Connections Medicaid members during this unprecedented public health emergency.