

April 1, 2021

## MEDICAID ALERT

**TO: All Providers**

**SUBJECT: Upcoming Healthy Connections Medicaid Provider Trainings – Spring 2021**

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free trainings to prospective and enrolled Healthy Connections providers. In response to the public health emergency related to coronavirus 2019 (COVID-19), many of these trainings are also now available virtually. Information about the upcoming trainings for Spring 2021 is listed below.

### **Medicaid Managed Care Enrollment Broker Training**

In partnership with the state's contracted enrollment broker, Maximus, SCDHHS is offering virtual enrollment trainings April 30 through May 28, 2021. During the trainings, providers will learn about the Medicaid managed care enrollment process for South Carolina Healthy Connections Medicaid and Healthy Connections Prime. The trainings also inform providers how to use the enrollment broker website, [scchoices.com](http://scchoices.com), and how to support Medicaid members in choosing their provider medical home and health plan.

The trainings are beneficial for any provider or provider office staff interested in understanding member enrollment, learning tips on how to retain Healthy Connections Medicaid members, and finding out more about Healthy Connections Prime. For offices assisting patients with Medicaid applications, this training provides information useful in ensuring patients understand the full application process and next steps after their application is accepted.

Providers who would like to access this training may now participate via webinar or telephone.

Please contact Michelle LeMoine at (803) 834-9956 or [MichelleWLeMoine@maximus.com](mailto:MichelleWLeMoine@maximus.com) if you have questions or would like to schedule a training.

### **Medicaid eLearning Provider Workshops**

SCDHHS offers free monthly training workshops for providers. These recurring virtual workshops cover a variety of topics including training on Medicaid basics, how to submit claims using the web-based tool and third-party liability (TPL).

To register for a workshop, please visit the Medicaid eLearning site, [www.medicaidlearning.com](http://www.medicaidlearning.com), or call (888) 289-0709 and select option 1. Additional training resources for providers are also available online through the [Medicaid eLearning site](#).

Below is a schedule of the free provider workshops.

#### Medicaid Basics

April 8, 2021, 10 a.m.-4 p.m.

May 5, 2021, 10 a.m.-4 p.m.

June 8, 2021, 10 a.m.-4 p.m.

This course provides a basic overview of the South Carolina Healthy Connections Medicaid program. The training addresses general policies and topics such as eligibility, claim filing options, the remittance package, TPL and claim-level adjustments.

#### Comprehensive Web Tool

April 14, 2021, 10 a.m.-3 p.m.

May 11, 2021, 10 a.m.-3 p.m.

June 17, 2021, 10 a.m.-3 p.m.

This workshop explores all the available features on the South Carolina Healthy Connections Medicaid web-based claims submission tool. The training navigates claim entry and submission as well as how to check eligibility, claim status and e-remits through the online tool.

#### Overview of Claim-level Adjustments and TPL

April 20, 2021, 10 a.m.-4 p.m.

May 20, 2021, 10 a.m.-4 p.m.

June 23, 2021, 10 a.m.-4 p.m.

This workshop examines TPL reporting responsibilities, refund processes, claim adjudication, edit resolutions and information on other resources. Providers will also learn the detail-level process that gives professional providers the ability to submit claim-level adjustments directly to South Carolina Healthy Connections Medicaid.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.