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MB# 22-035

MEDICAID BULLETIN

TO: All Providers

SUBJECT: Provider Training: Upcoming Healthy Connections Medicaid Provider Training Opportunities – Jan. - March 2023

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free trainings to prospective and enrolled Healthy Connections Medicaid providers. Many of these trainings are available virtually. Information about the upcoming Healthy Connections Medicaid eLearning trainings for winter 2023 is listed below.

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, 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

Jan. 11, 2023, 10 a.m.-4 p.m.

Feb. 7, 2023, 10 a.m.-4 p.m.

March 1, 2023, 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

Jan. 26, 2023, 10 a.m.-3 p.m.

Feb. 16, 2023, 10 a.m.-3 p.m.

March 7, 2023, 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

Jan. 31, 2023, 10 a.m.-4 p.m.

Feb. 22, 2023, 10 a.m.-4 p.m.

March 16, 2023, 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.

/s/

Robert M. Kerr