

Dec. 10, 2024
MB# 24-068

MEDICAID BULLETIN

TO: All Providers

SUBJECT: December 2024-January 2025 Provider Payment Schedule and Provider Service Center Holiday Hours

The South Carolina Department of Health and Human Services (SCDHHS) will operate on an updated schedule for Healthy Connections Medicaid claims submission and payments to accommodate the December 2024 and January 2025 holidays.

Due to observance of the Christmas holiday, Thursday, Dec. 19 at 5 p.m. is the deadline to submit claims for payment date Friday, Dec. 27. Electronic remittance advice will be available Tuesday, Dec. 24. Payments will be dated Friday, Dec. 27, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Jan. 3.

Due to observance of the New Year's holiday, Friday, Dec. 27 at 5 p.m. is the deadline to submit claims for payment date Friday, Jan. 3. Electronic remittance advice will be available Tuesday, Dec. 31. Payments will be dated Friday, Jan. 3, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Jan. 3.

Provider Service Center (PSC) Holiday Hours

The PSC will be closed Tuesday, Dec. 24 and Wednesday, Dec. 25 in observance of the Christmas holiday. In observance of the New Year's Day holiday, the PSC will be closed Wednesday, Jan. 1, 2025. Please refer any questions or concerns regarding this bulletin to the PSC at (888) 289- 0709 or by submitting an [e-inquiry](#). The PSC's regular hours of operation are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday.

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

/s/
Eunice Medina