

July 12, 2019

MEDICAID ALERT

TO: Service Coordinators

SUBJECT: Updates in BRIDGES

As part of the South Carolina Department of Health and Human Services' (SCDHHS) integration of BabyNet and Healthy Connections Medicaid services, BabyNet service coordinators may see changes to information in some areas of the BabyNet Reporting & Intervention Data Gathering Electronic System (BRIDGES) case management system. This includes, but is not limited to, demographic information; third-party liability (private insurance) information; managed care organization (MCO) information; and, Medicaid ID number, and associated eligibility and referral dates. Please note that as a part of this integration process, **the BRIDGES system will be unavailable between 6 p.m., July 12 and 6 p.m., July 13** as system upgrades are made.

No action is required on the part of service coordinators as a result of these changes. Medicaid eligibility that appears in BRIDGES should continue to be validated utilizing the MMIS web tool. If a service coordinator finds information in source records that does not match the information in BRIDGES, please send an email to BabyNetCuramUpdates@scdhhs.gov to request to change the information. In that email, **please do not include any personally identifiable information for any child unless the email is sent securely.**

As a reminder, beginning July 15, providers will not be able to edit certain demographic elements of the BRIDGES system. If changes need to be made, please send an email to BabyNetCuramUpdates@scdhhs.gov. For any questions about this ongoing process, please contact your South Carolina Department of Disabilities and Special Needs Program Manager or South Carolina School for the Deaf and Blind Program Manager.

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