

March 6, 2020

## MEDICAID ALERT

**TO: All Providers**

**SUBJECT: New Healthy Connections Medicaid Slim Card**

The South Carolina Department of Health and Human Services (SCDHHS) announces the release of a new Healthy Connections Medicaid slim card. The cards will have the same dimensions but will be thinner and more lightweight than the previous cards. The slim card design will go into circulation in late-March or early-April and will be distributed to newly eligible Healthy Connections Medicaid members. Current members who request replacement cards will also receive the new slim cards. All Medicaid cards distributed before this change will remain fully operational and will be phased out over time. Providers should still accept existing cards.

Please keep in mind that possession of a card does not guarantee Medicaid coverage. All providers are encouraged to use the provider web tool (<https://portal.scm Medicaid.com/login>) to check eligibility. Failure to verify eligibility before providing a service leaves the provider at risk of providing services to an ineligible individual.

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