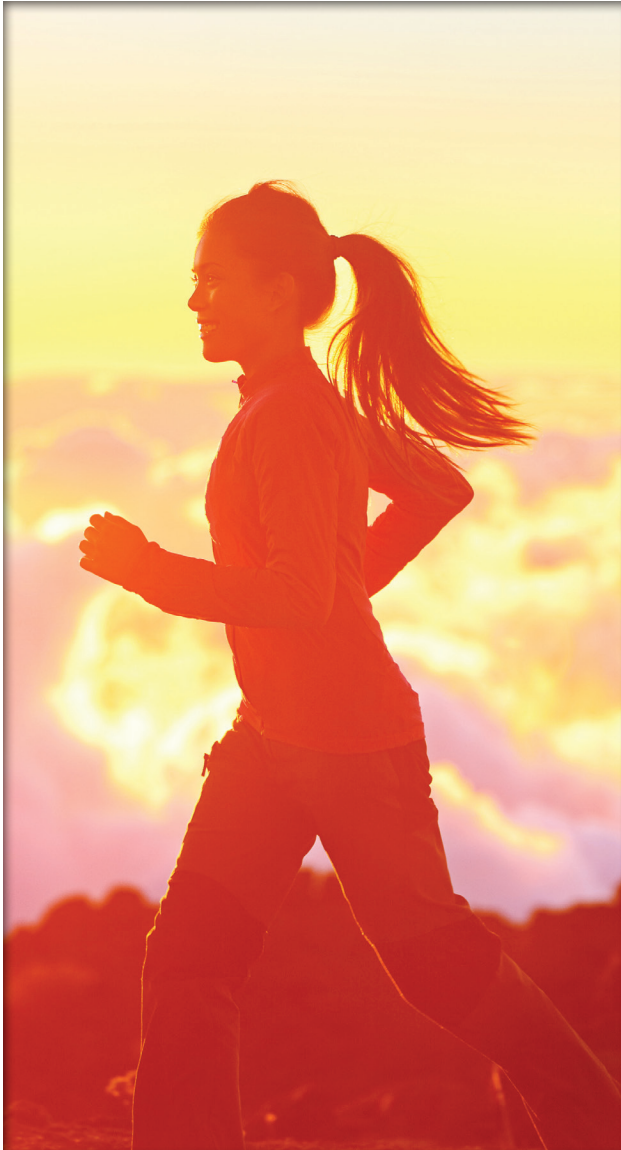


MEDICAID

C O N N E C T I O N



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Connecting to Better Health

If you are reading this, chances are you or someone in your family is on Medicaid. You've joined more than one million other South Carolinians who are in the program. But what does it mean to be on Medicaid?

For those of us who work at the Medicaid agency, it's all about health. That's why we work here, and that's why we have named the South Carolina Medicaid program Healthy Connections. We join you in your desire to be healthy.

Being healthy takes much more than having a Medicaid card. It's more than just going to the doctor from time to time. Connecting to good health is a lifestyle. We all know better health means exercising more, giving up cigarettes and perhaps eating less. But good health is also driven by other factors such as a clean and safe environment, access to healthy foods, a good education, having a job and even your family history.

While no Medicaid card can promise all of this, we want to partner with you and your health care provider to offer services that promote health.

For example, in these pages you can read about Healthy Connections Prime (page 4), our CenteringPregnancy program (page 5), and better access to needed drugs (page 9). These are new programs that may be part of your strategy for better health.

Finally, we are trying to make it easier for you to connect to Medicaid. Our new online application (page 6) and Call Center services (page 11) make it easier for you to reach us and to keep us updated about you.

To your health,



Anthony "Tony" Keck



Anthony "Tony" Keck
Healthy Connections
Director

PACE Programs Help Seniors Stay Home

Do you or a family member need help to continue living in your own home due to health issues? If so, the Program of All-Inclusive Care for the Elderly (PACE) could be a good solution. These adult day health programs provide a safe place for the elderly to go during the day for activities and health care.

The programs use a team approach that pulls help from several different types of experts, including a pharmacist, nurse, social worker, physical, speech and occupational therapist, along with a transportation coordinator.

Palmetto SeniorCare and The Oaks PACE are a part of nearly 100 PACE organizations in the United States. Each participant is supervised by a doctor, a team of health care professionals, and other staff members who work together to develop individual goals and care plans while carefully monitoring participants' progress.

Palmetto SeniorCare operates four adult day health centers in Richland and Lexington counties. The Oaks PACE operates in Orangeburg County for residents of Orangeburg and Calhoun counties.

To participate in these programs, you or your loved one must be at least 55 years old, reside in the service area of a PACE organization, and have health problems that qualify you or your loved one for nursing home care. For Palmetto SeniorCare enrollment information, call (803) 931-8175. For The Oaks PACE enrollment information, call (803) 268-5300.

PACE Program Member Testimonial

Healthy Connections member Mrs. Ashford credits Palmetto SeniorCare, a PACE program, with helping her stay at her best. Mrs. Ashford began to see her health decline in 2006, and knew she needed assistance. She lived in her own home with her son and started to need more help from family members. Mrs. Ashford had several medical problems that her family felt would be better managed with the guidance of a care team, so she joined Palmetto SeniorCare in 2007. Palmetto SeniorCare uses a care team made up of a geriatrician, pharmacist, nurse, social worker, physical, speech and occupational therapist, along with a transportation coordinator. The program also provided the socialization Mrs. Ashford desired. "Y'all are the best," Mrs. Ashford said of her team at Palmetto SeniorCare. "From the drivers, to the nurses, to the overall staff – I just love y'all."



Mrs. Ashford

Mrs. Ashford enjoys coming to the center daily. She attends field trips, enjoys participating in games such as Bingo, and is an active participant in worship services offered at Palmetto SeniorCare.

Making Care Easier for Seniors

Healthy Connections Prime is a new option for seniors in South Carolina. Beginning in January 2015, this program will provide simplified and improved health care for people who have both Medicare and Medicaid. This program is simple. You will have one card for all health care needs, one number to call when you need help, and one health plan to manage medical and prescription drug benefits. You may be eligible for Healthy Connections Prime if all of the following statements are true:



- You are age 65 or older
- You receive Medicare benefits
- You have Healthy Connections coverage
- You are not currently living in a nursing facility

This fall, selected members will receive a letter in the mail about Healthy Connections Prime. In this letter, members will be given a phone number for a person who can talk with them about their options and walk them through the enrollment process. That person will also be able to help them find out if their doctor is a part of the program. For more information, call 1-800-726-8774.

Medicaid Targeted Case Management

If you have one of several significant health conditions, service can help you see doctors and give you access to other necessary resources. This program is called Medicaid Targeted Case Management.

If you are eligible for Medicaid and fall into one of following categories, you may qualify for this program:

- Individuals with intellectual and related disabilities
- At-risk children
- At-risk pregnant women and infants
- Adults with a serious and persistent mental illness
- Individuals with a psychoactive substance disorder
- Individuals at risk for genetic disorders
- Individuals with head and spinal cord injuries
- Individuals with sensory impairments
- Adults with functional impairments



Referrals for this program can be made by calling the Healthy Connections Member Services Center at 1-888-549-0820.

Women Helping Women for a Happier, Healthier Pregnancy

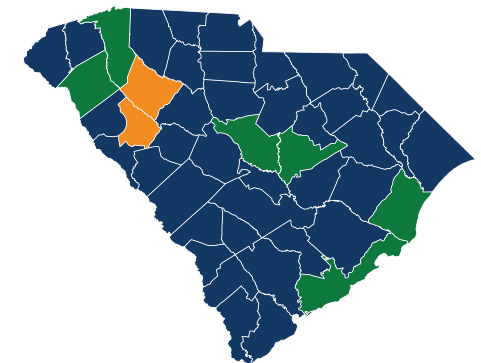
South Carolina has a program aimed at improving the health of moms and babies. This new initiative is called CenteringPregnancy. It's a new model of group prenatal care.

CenteringPregnancy is offered at some OB-GYN offices across the state. It is designed to help women have a less stressful pregnancy and healthier babies. The program achieves this goal by providing education about what to expect during and after pregnancy with women who have similar due dates.

The CenteringPregnancy program starts in the participant's second trimester and provides educational materials and tips during sessions that encourage women to take better care of themselves and their babies. The entire group, usually between eight women and 12 women, gathers in a circle and talks during the sessions. One at a time, the women will talk with their OB-GYN and have an examination in a more private area of the room. Meanwhile, the other women take their own vital statistics, including weight, blood pressure and temperature.

The group sessions, which last about two hours, create a special bond between the mothers who provide peer support to each other throughout pregnancy and birth. The program is designed to support women with low-risk pregnancies, not those whose doctors suspect might have complications.

Greenville Hospital System's OB-GYN Center in Greenville and MountainView OB-GYN Center in Easley have had CenteringPregnancy for several years. New programs were launched last year at AnMed Health Family Medicine in Anderson; Carolina OB-GYN in Georgetown and Murrells Inlet; Sumter OB-GYN in Sumter; University Specialty Clinics in Columbia and MUSC Women's Care in Charleston. Two new practices – Montgomery Center for Family Medicine in Greenwood and Carolina Women's Center in Clinton – are starting CenteringPregnancy programs this year. Contact any of the clinics listed above for more information.



Existing programs New programs

Apply for Healthy Connections Medicaid Online

There's now an easy, more convenient way you can apply for or renew Medicaid coverage. South Carolina Healthy Connections has launched its online application, located at apply.scdhhs.gov. This new tool has simplified the application process and allows us to provide 24/7 online self-service. It means a better experience for you and for your family.



Healthy Connections Medicaid Online Application

You may still apply or renew Medicaid through traditional methods. These options include filling out a paper application or applying in person at the County Offices of the Department of Health and Human Services. Health care is changing and it is important that we continue to implement new practices that provide a better quality of service to you. If you apply through the online application and you are not eligible for Medicaid, we recommend you complete an application at healthcare.gov to explore your coverage options on the Federal Health Insurance Marketplace.

Increased Access to Rehabilitative Mental Health Services

Beginning July 1, 2014, Healthy Connections will expand access for members in the area of Rehabilitative Mental Health Services.

That means there are now more ways for members to get appointments for these services, including self-referral.

Rehabilitative Mental Health Services are available to all members with a mental health and/or substance use disorder who meet certain requirements. These services are designed to help members function independently and restore lost functioning through treatment.

Eligible members may receive Rehabilitative Services from a variety of qualified providers.

A public agency or private organization can provide these services.

There are now three ways a member can get access to Rehabilitative Services:

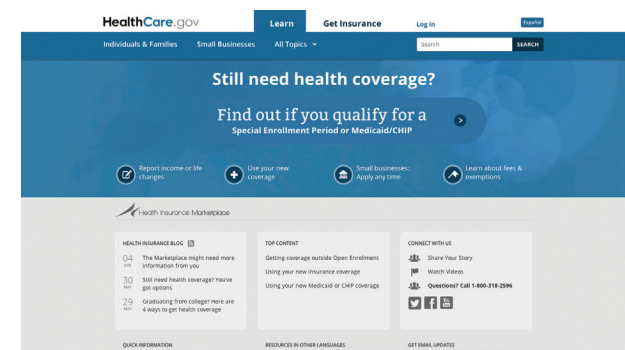
- Self-referral — members may contact a rehabilitative provider themselves to set up an assessment.
- State Agency referral — members may request the state agency through whom they receive services make an appointment with a rehabilitative provider.
- Third-party referral— members may be referred to a rehabilitative provider by their physician, pastor, or other similar individual.

Moving Forward: Your Healthy Connections Medicaid Coverage and the Federal Health Insurance Marketplace

Last fall, the federal government launched its online Marketplace for health insurance. Now that the Marketplace is live, it can be difficult to know whether or not you need to re-apply for Medicaid or start an application online with the Marketplace. Below are a few scenarios that will help you understand the steps you may need to take to ensure you are covered.

- If you received this magazine in the mail, then you are already a Healthy Connections Medicaid member, which means you don't need to apply for coverage through the market place. Also, you don't need to re-apply for coverage until we contact you.
- If you recently became covered by Medicaid under the Family Planning or Pregnant Women and Infants programs, your application will automatically be sent to the Marketplace. If you are covered under these programs, you may have to have additional coverage to meet the federal government's new insurance requirements. This means that you may have to pay a tax penalty if you don't get this additional coverage. Depending on your income, financial help may be available to help cover some of the costs of this additional coverage. To learn more about your health insurance coverage options or to see if you are eligible for an exemption, visit healthcare.gov or call 1-800-318-2596. As a reminder, the next time you can enroll through the federal Marketplace is Nov. 15, 2014—Feb. 15, 2015.
- Finally, you or someone in your household may have already enrolled through the Marketplace. If you or the members of your household have already enrolled with the Marketplace or have health coverage, you do not need to take any additional action.

It may feel confusing right now, but we are here to help. The time you invest in researching and understanding your options will pay off with the peace of mind that comes with knowing that you and your family are covered. If you have any questions, please contact us at 1-888-549-0820.



Federal Health Insurance Marketplace Online Application

Recipe: Brown Rice with Sausage and Vegetables



Top some brown rice with a few ounces of Italian sausage and some roasted vegetables, such as carrots, onions, zucchini, and mushrooms. Any vegetables you prefer or that are in season can be included. Simply roast them in the oven or on the grill with a little olive oil or other cooking oil until the vegetables are as soft as you prefer. Also, lower fat options, such as chicken sausage, can be substituted for the Italian sausage.

Eating Healthy/Exercising

Eating healthy and exercising are crucial to good health. By choosing each of these options, you'll feel better every day. And, chances are, you likely won't need to see your doctor as often. According to medical experts, here are some major benefits to regular exercise. This lists just a few, but the benefits are numerous:

- Exercise controls weight
- Exercise combats health conditions and diseases
- Exercise improves mood
- Exercise boosts energy
- Exercise promotes better sleep
- Exercise can be fun



Healthy eating goes hand-in-hand with exercise for improving your health. What you eat becomes the building blocks your body uses to rebuild itself and gives you the energy you need each day. Making small changes to your diet by choosing options with less sugar, salt and fat can go a long way toward improving your health. Eating healthy foods offers several of the same benefits as exercise, such as improving your energy level and quality of sleep. Like exercise, a healthy diet also lowers your risk for diseases such as hypertension and Type 2 diabetes.

Healthy Connections is here to help you with resources on healthy eating and exercise. Our agency's Pinterest page, located at [pinterest.com/scmedicaid](https://www.pinterest.com/scmedicaid), offers plenty of tips on healthy living. For example, you'll find information about how healthy eating doesn't have to be expensive and tips to stay motivated.



Medicaid Now Covers Tdap Vaccine

Healthy Connections now covers the Tetanus, Diphtheria and Pertussis (Tdap) vaccination for adults. Federal guidelines recommend this vaccine for pregnant women with each pregnancy. Other adults should receive a one-time dose of Tdap as a replacement to their tetanus booster. Make sure to check with your doctor if you are uncertain of the status of your immunizations.



Conway Eligibility Office Has Moved

The Horry County Medicaid Eligibility office and Medicaid Long-Term Care office in Conway have moved. Their new location is in the Genesis Complex at 1201 Creel Street. The new Healthy Connections offices are only about one mile southwest of their former locations and are still accessible by public transportation.



The hours of operation, phone numbers, and mailing addresses remain the same. Hours for both offices are 8:30 a.m.-5 p.m., Monday through Friday.

Providing Access to More Needed Drugs

The following classes of drugs no longer count toward the adult prescription limit:

- Certain diabetic therapies
- Certain cardiovascular medications
- Certain behavioral health medications
- Anticonvulsants
- Certain antibiotics
- HIV/AIDS medications

For information about whether or not specific drugs are exempt from the prescription limit, members may call the Magellan Medicaid Beneficiary Call Center at 1-800-834-2680.

There is also another change in pharmacy benefits. Effective with dates of service of June 8 and after, pharmacy claims submitted to Healthy Connections will be denied if the year of the birth date submitted on the claim does not match Healthy Connections' records. Members may contact the Healthy Connections Member Services Center at 1-888-549-0820 if necessary to make corrections to their birth date.

Medicaid Appeals and Fair Hearings

You can appeal several types of rulings related to Medicaid services. You can ask for an appeal when the South Carolina Department of Health and Human Services has done or proposes to do any of the following, among others:

- Reduce or terminate your benefits or services
- Deny your request for benefits or services
- Deny your request for prior authorization of a service or increased services
- Does not respond to your request for increased services
- If you believe that the level of your benefits or services is not correct

You can appeal directly to the Division of Appeals and Hearings by submitting a copy of the denial notice or notice you received about the action the agency will take and a completed appeals form or a letter to:

Division of Appeals and Hearings
 PO Box 8206
 Columbia, SC 29202-8206
 Fax: (803) 255-8206

Appeals must be filed with the Division of Appeals and Hearings within 30 days of the date listed on the notice you received or within 30 days of the date you received the notice. Please review the notice to determine which applies for your appeal.

If you have any questions, please contact Appeals and Hearings at (803) 898-2600.

Advice for Members: Never Give Out Your Personal Info

Guard your personal information closely. In today's world, scammers are looking to take advantage of your trust and you should be cautious. Never give out your personal information over the phone, unless you're talking with an authorized person, such as an employee of your local Medicaid office or the Healthy Connections Member Services Center. Be sure to never give out any personal information through social media services such as Facebook and Twitter. Healthy Connections will not ask you for personal information through these services, so don't give your information out.

You should also use a complicated password for your Healthy Connections account that you do not use on other systems, such as Facebook or Twitter. You should also change this password once every two to three months if possible.



Members Can Now Update Their Information Through the Call Center

It is important to keep your information up to date. Members can now update their contact information by calling the Healthy Connections Member Services Center. The call specialist will take your updated information and immediately change it. The number is 1-888-549-0820.



Have Questions or Need Help? Keep in Touch With Us!

Use the phone numbers and websites below to call us for information, ask for help or keep up with the latest Healthy Connections news and information.

-  Healthy Connections Member Services Center..... (888) 549-0820
(8 a.m.-6 p.m. Monday-Friday)
-  Federal Health Insurance Marketplace Contact Center..... 211
(8 a.m.-6 p.m. Monday-Friday)
-  Healthy Connections Website scdhhs.gov
-  Like us on Facebook facebook.com/scmedicaid
-  Follow us on Twitter twitter.com/scmedicaid
-  Follow us on Pinterest pinterest.com/scmedicaid



SC Dept. of Health & Human Services

P.O. Box 8206

Columbia, SC 29202

www.scdhhs.gov

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