South Carolina Department of Health and Human Services

Eligibility Administrative Support Team

Protocol for Submission of Eligibility Application Status Inquiries (SUBJECT TO CHANGE)

July 23, 2015

The Eligibility Administrative Support Team ("EAST") is a new administrative team at SCDHHS. For now, the role of EAST will be to respond to bulk eligibility application status check inquiries from organizations that serve as the authorized representative for multiple applicants. The process for submitting a status check inquiry is as follows:

1. Each organization must designate one individual to be its submitter. Health systems with multiple facilities should designate one submitter to cover all facilities. Third-party vendors with multiple facilities should designate one submitter to cover all facilities.
2. Each submitter must submit status requests to EAST using the approved spreadsheet format. The approved spreadsheet may not be altered. After August 15, 2015, EAST will not respond to submissions sent in any other format.
3. All submissions must be sent to EAST@spmail.scdhhs.gov. After August 15, 2015, EAST will not respond to submissions sent to eligibilityapplicationstatus@scdhhs.gov. Submitters may not submit inquiries to individual members of EAST.
4. After August 15, 2015, all submissions must be made via SCDHHS's secure email system, Proofpoint, to ensure that security is addressed in a consistent manner. Submitters that have already received a secure email in response to a submission can log in to the account created for that system. Submitters that have not already received a secure email should send a request to EAST@spmail.scdhhs.gov to have an account created for them.
5. All responses from SCDHHS will be made via the secure email system.
6. Each submitter must wait seven calendar days before submitting a new file.
7. For the sake of efficiency, each file must contain a minimum of 3 patient accounts to check. If a submitter has fewer than 3 accounts to check, the submitter should call the beneficiary call center at 888.549.0820.
8. Currently, each submitter may not submit more than 50 patient accounts per submission on behalf of a given facility. If a submitter is representing a health system with multiple facilities or a third-party vendor with multiple facilities, the maximum will apply to each individual facility.
9. A submitter must be listed as the authorized representative (i.e., a valid SCDHHS Form 1282 must be on file for the submitter) to receive a response from EAST.
10. **EAST cannot make eligibility determinations or review eligibility determinations.**
11. EAST will not review a denial determination. To appeal a denial, please see the information listed here: https://www.scdhhs.gov/site-page/appeals-and-hearings-frequently-asked-questions.
12. The role of EAST is to respond to questions about pending applications, not to determine whether an individual is enrolled in Medicaid. To determine whether an individual is enrolled in Medicaid, providers should check https://portal.scmedicaid.com/login.

THESE PROCEDURES ARE SUBJECT TO CHANGE WITHOUT NOTICE.