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South Carolina Department of Health and Human Services Launches Online Medicaid Application
South Carolinians can now apply for Medicaid 24/7 at apply.scdhhs.gov.

Columbia, SC - In an effort to provide flexibility and convenience, the South Carolina Department of Health and Human Services (SCDHHS) is launching Healthy Connection's new customer-focused, online Medicaid application today.

The new self-service application at apply.scdhhs.gov allows South Carolinians to apply for Medicaid at a time and location that is convenient for them, providing a more efficient application process. In addition, this new application frees staff from inefficient paper processes and enables them to concentrate on activities that will help the agency better meet the needs of residents in their community.

"As we automate our eligibility processes and systems, we are able to spend more time reaching out into our communities to educate citizens about the Medicaid program and provide them information and services beyond traditional business hours," said John Supra, deputy director and chief information officer of SCDHHS. "Health care is changing and it is important that we continue to implement innovative practices that provide efficient, quality service to our customers and provide programs that positively impact the health of all South Carolinians. Starting today we can now meet potential beneficiaries in their homes and communities where we know health begins."

Along with the online application, key features of the website include an initial eligibility assessment tool, FAQs to support customer inquiries and contact information for South Carolina Medicaid and the Marketplace.

SCDHHS is providing additional customer support to assist with the new online Medicaid application process. Call center staff will be available at 1 (888) 549-0820 from 8 a.m.-7 p.m. Monday-Friday and 8 a.m.-1 p.m. on Saturdays.

Although the online application offers a new avenue to connect with the Medicaid program, citizens can continue to visit their local eligibility office. The new streamlined application is also available for download and can be returned by mail, fax or in person. Beneficiaries who already have Medicaid do not need to reapply.

- More -

About the South Carolina Department of Health and Human Services

The South Carolina Department of Health and Human Services provides health care benefits to more than one million South Carolinians. Its mission is to purchase the most health for our citizens in need at the least possible cost to the taxpayer.

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