

December 2020 Stakeholder Update

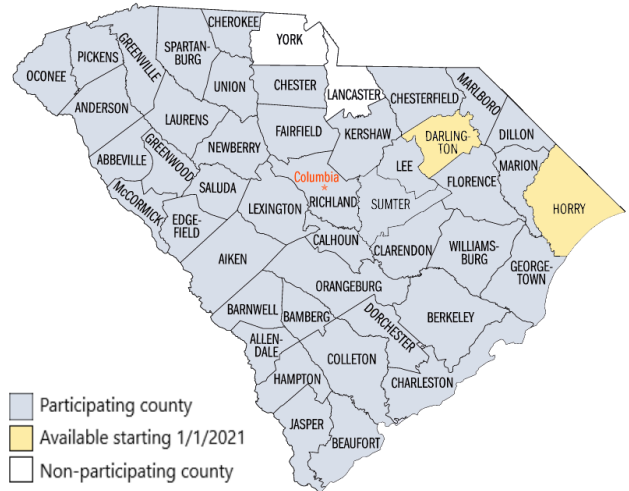


Happy Holidays!

Healthy Connections Prime would like to wish our members, caregivers, providers, and program partners a safe and healthy holiday season and a wonderful new year!

County Expansion

Healthy Connections Prime MMPs have expanded their coverage to new counties! We are pleased to announce that Healthy Connections Prime will be available in Darlington and Horry Counties through Absolute Total Care starting January 1, 2021. For a full listing of our latest coverage area by plan, please visit this [Plan Coverage By County document](#).



SC Thrive Community Outreach Update

Our partners at SC Thrive continued their efforts to provide education to beneficiaries, caregivers, and advocates about the Healthy Connections Prime program. This included outreach to several organizations such as the SC Assistive Technology, Community Bible Church, AARP Diabetes Conversations, and Beaufort and Charleston Counties Food Distributions. Also in an effort to educate individuals about the Healthy Connections Prime program design as it relates to caregivers, SC Thrive is endeavoring to partner with the family caregiver advocates across the state along with their support groups to inform them about the Caregiver Assessment that is available for caregivers of our members. The assessment focuses on the well-being of the caregiver and assesses depression, stress and overall quality of life.

Member Stories

The Member Stories page on our program website has been updated with several new stories about our members and their caregivers’ experiences through their MMP. Among them is a story about helping a member get their electricity and water back on during the hot summer days, and another about a MMP care coordinator who helped an overwhelmed caregiver daughter sign up for waiver support services to receive some help with caring for her mother. You can read more Healthy Connections Prime success stories on our [Member Stories page](#).

Plan Comparison Chart

We will be updating our Plan Comparison Chart in early January to reflect the benefits offered by each MMP in 2021. Please keep an eye out for this updated document in January.

Other Updates & Recently Posted Documents

Additional program information is available on Healthy Connections Prime’s Program Data page. The most recently posted information is linked below.

- [Healthy Connections Prime Monthly Enrollment Dashboards January to October 2020](#)
- [Healthy Connections Prime Eligible Beneficiaries January to September 2020](#)

Join the Healthy Connections Prime Distribution List

Requests to join the Healthy Connections Prime email distribution list can be emailed to prime@scdhhs.gov or submitted [at this link](#).

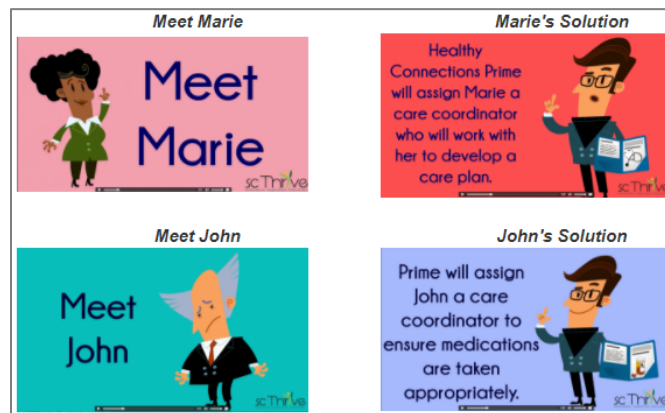
Request a Presentation for More Information

Providers or organizations that are interested in learning more about Healthy Connections Prime and would like to request a free presentation and/or training session can email primeproviders@scdhhs.gov. The email should include contact information and the desired location and date for the presentation or training.

For More Information and the Latest News

More information about Healthy Connections Prime can be found on our website at <http://www.scdhhs.gov/prime>. The website contains helpful information such as member FAQs, a provider toolkit and program data.

Our [Member and Advocate Materials page](#) provides numerous resources, such as a plan comparison chart and an explanation of important terms. Also included on this page are short videos that can help caregivers and their loved ones learn more about Healthy Connections Prime. Click on [this link](#) and scroll down to “Interactive Scenarios” to access the videos.



Program questions can be directed to the SC Thrive Customer Service Center at (800) 726-8774, Monday-Friday, 8:30 a.m.-5 p.m. TTY users call 711. This call is free. Providers can also email questions to primeproviders@scdhhs.gov.