

## Passive Enrollment: What to Expect



The chart below tells you what you can expect to happen when enrolling in a Healthy Connections Prime plan.

<b>BEFORE Membership Start Date</b>	<b>Welcome Call</b>	Your health plan may call you as early as two months before your membership start date to welcome you to the plan and answer your questions. Depending on the timing of the call, your health plan may also schedule your in-person Health Risk Assessment (HRA) visit during the call.
	<b>60 Day Notice</b>	You will receive a letter from the South Carolina Healthy Connections Medicaid letting you know that you have been automatically enrolled into a Healthy Connections Prime plan.
	<b>Medicare Advantage or Part D Letter</b>	You may receive a letter from your Medicare Advantage and/or Medicare Part D prescription drug plan saying that your coverage will end soon. Your Healthy Connections Prime plan will start when your current plan ends. There will be <u>no gap in your health care or prescription drug coverage.</u>
	<b>30 Day Notice</b>	You will receive a letter similar to the 60 day notice reminding you about the upcoming switch to a Healthy Connections Prime plan.
	<b>Health Screenings</b>	A representative from your health plan will meet with you to conduct a comprehensive in-person HRA to learn about your health needs and preferences so that they can ensure you are getting all the benefits you need. This visit may be one to two hours long and be scheduled as early as 20 days before your membership start date. Your health plan may also conduct an initial health screening over the phone first, before the HRA.
<b>Membership Start Date</b>	<b>Membership Begins!</b>	Start using your <u>new member ID card</u> for your healthcare services and prescription drugs. Even if your doctor or pharmacy is not in-network, you can continue to see them for at least six months while your health plan reaches out to build a connection with them or help you transition to a doctor or pharmacy that you agree with. You may continue any previously approved services and treatments at existing service authorization levels.
<b>AFTER Membership Start Date</b>	<b>Health Screenings</b>	If the initial health screening and the HRA are not completed before your membership start date, your health plan has up to 90 days after the start date to complete them.
	<b>Care Coordinator Calls or Visits</b>	Your care coordinator (also known as a care manager) will occasionally check in with you to see how you are doing. He or she may also hold care team meetings with you, your caregivers and your doctors to review your care.

Please visit [www.scdhhs.gov/prime](http://www.scdhhs.gov/prime) for more information. Additionally, you can call the SC Thrive Customer Service Center toll-free at (800) 726-8774 with questions. They are available Monday through Friday from 8:30 a.m. to 5 p.m. The call is free. TTY users can call 711.