

April 2018 Stakeholder Update



Healthy Connections Prime and Nursing Facilities Update

In the [Provider Toolkit](#), the South Carolina Department of Health and Human Services (SCDHHS) has recently updated the Nursing Facilities FAQs document and added a new claims processing memo for Nursing Facilities. We strongly recommend that nursing facilities read these documents for the latest information. Some of the key topics updated or added are listed below:

- How are prior authorizations handled?
- What happens if a resident is passively assigned to an MMP while awaiting Medicaid Long Term Care (LTC) approval? How are prior authorizations handled for residents already in a nursing facility?
- When are Medicaid LTC stays eligible for payment from an MMP?
- How is patient liability processed for members in Healthy Connections Prime?

For more information, please see the [updated FAQs](#) and the [accompanying memo](#) in the [Provider Toolkit](#) on the [Healthy Connections Prime website](#).

Healthy Connections Prime Waiver Services Appeals Process

SCDHHS would like to remind Healthy Connections Prime members and waiver case managers about the appeals process for waiver services. There has been some confusion about to whom an appeal should be filed at each stage of the process. To learn more about the appeals process for waiver service coverage, please see the [memo](#) or the [Provider Toolkit](#) on the [Healthy Connections Prime website](#).

Healthy Connections Prime Provider Training Module

Healthy Connections Prime offers many training modules including a provider training workshop discussing the basics of Healthy Connections Prime. This training module is a popular learning tool used by providers, with 86 people taking the course in January and 65 people taking the course in February. This training unit will be helpful for providers who are not yet in a Healthy Connections Prime MMP network, as well as existing in-network providers who want a refresher about the program. For more information and to participate in the provider training module, please visit <https://medicaidelearning.remote-learner.net/course/view.php?id=117>.

Upcoming Older Americans Month

Each year, the month of May is proclaimed Older Americans Month throughout the nation. This month is meant to celebrate the many ways in which older adults make a difference in our communities and encourage people of all ages to take part in activities that can enrich their physical, mental and emotional well-being. For more information on activities and resources for Older Americans Month, please visit the [Administration on Aging's website](#).



Other Updates & Recently Posted Documents

Please see the most recent enrollment dashboard reports in the links below for further information on our program.

- [January – March 2018 Compiled Enrollment Data](#)
- [January – December 2017 Compiled Enrollment Data](#)

Healthy Connections Prime Update Distribution List

Stay up to date with Healthy Connections Prime by joining our e-mail distribution list. To join, simply e-mail Healthy Connections Prime at prime@scdhhs.gov and request to be added.

Request a Presentation for More Information

Are you a provider or part of an organization that is interested in learning more about Healthy Connections Prime? We can provide a free presentation and/or training for you, your staff or anyone else interested in learning about the program. E-mail primeproviders@scdhhs.gov to make your request and be sure to include your contact information and the location for the presentation or training.

For More Information and the Latest News

Please visit our website at <http://www.scdhhs.gov/prime> and see our Member FAQs, Provider Toolkit and Program Data pages. Our [Member and Advocate Materials page](#) also provides numerous resources, such as a plan comparison chart and an explanation of important terms. On this page, you will also find short videos that can help caregivers and their loved ones learn more about Healthy Connections Prime. Click on [the link](#) and scroll down to “Interactive Scenarios” to access the videos.



If you have program questions, please call 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.