

## August 2017 Stakeholder Update



### Save the Date: Provider Webinar Series

South Carolina Healthy Connections Prime and SC Thrive will be hosting the second webinar in the bi-monthly series tailored specifically to providers on Sept. 12, 2017, from 2 to 3 p.m. For those who were unable to attend the first webinar on July 11, the webinar will cover the same content - program introduction, program benefits for patients and other important program topics. Providers who are not yet Healthy Connection Prime providers as well as existing in-network providers who want a refresher about the program are welcomed to attend. For more information and to register, please visit the [Healthy Connections Prime webinar website](#). Note: the third webinar in the series will be held on Nov. 14, 2017, from 2 to 3 p.m.

### Upcoming SC Thrive Webinar for Advocates and Caregivers

SC Thrive is also hosting a webinar for advocates and caregivers wanting to learn more about Healthy Connections Prime on Oct. 10, 2017. This webinar will provide a brief program overview, eligibility guidelines, program benefits, how to enroll, and other helpful information about the program. For more information and to register, please visit <https://register.gotowebinar.com/rt/2636249936596239617>.

### Improper Billing Guidance for Providers Posted

Healthy Connections Prime has released new guidance to providers clarifying that payment from Medicare-Medicaid Plans (MMPs) represents payment in full from both Medicare and Healthy Connections Medicaid. Providers **must not** bill members for any Medicare Part A and B costs or any Medicaid-covered medical services/items (see Improper Billing Guide for Medicaid cost sharing exceptions). Providers should instead bill directly to the MMP. You can find a copy of the [new guidance](#) in the [Provider Toolkit](#) on our website.

### New Waiver Case Manager Guidance Posted

Healthy Connections Prime has just released [new guidance](#) for Waiver Case Managers, as passive enrollment resumed in August and will continue monthly. This information will help Waiver Case Managers to better understand passive enrollment and how it may affect their waiver clients and themselves. The document also contains helpful information about the waiver case manager role, continuity of care, improper billing and estate recovery. You can find a copy of the [new guidance](#) in the [Provider Toolkit](#) on our website.

### Quarterly Senior Resource Fair

Seniors in the Greenville area were invited to learn more about Healthy Connections Prime at a Senior Resource Fair held on Aug. 11. After an informational presentation, attendees interested in joining Healthy Connections Prime were able to have their records screened in a private setting to check for eligibility. The event will be held quarterly and information about the next fair will be announced at a later date.

### Preparing for the Total Eclipse on August 21

Over 1 million visitors are anticipated in Columbia, Greenville, and Charleston, as these areas will experience the longest viewing period of total eclipse of any metro area on the east coast. The South Carolina Emergency Management Division

(SCEMD) recommends planning in advance for any weekend activities including buying groceries and gas, preparing for heavy delays due to traffic and using appropriate eye wear for viewing. More total eclipse safety tips are available on the [SCEMD website](#).

### **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](mailto:prime@scdhhs.gov) requesting to be added to the distribution list.

### **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](mailto:primeproviders@scdhhs.gov) to make your request and be sure to include your contact information and the location for the presentation or training.

### **Other Updates & Recently Posted Documents**

- [July 2017 Enrollment Data](#)
- [June 2017 Enrollment Data](#)

### **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.

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](mailto:primeproviders@scdhhs.gov).