

February 2018 Stakeholder Update



New Medicare Cards Are Coming Soon but Members Will Continue to Use Their Member ID Cards

The Centers for Medicare & Medicaid Services (CMS) will be mailing members a new Medicare card soon. Medicare is removing Social Security Numbers from Medicare cards. The change will help protect member identity. However, for Healthy Connections Prime members, their member ID card remains the same. The Healthy Connections Prime member ID cards do not include Social Security Numbers. **Healthy Connections Prime members may continue to use their Healthy Connections Prime member ID card for all doctor's visits, hospital stays and prescriptions.**

The new Medicare cards will be mailed out starting April 2018. This will be done in phases by geographic location. Members in South Carolina will receive their card after June 2018. Once the new Medicare card is received, destroy the old Medicare card. **Medicare enrollees are advised to be aware of scams. Medicare will never ask an enrollee to give personal information in order to obtain their new card.** If someone asks an enrollee for personal information, for money or threatens to cancel health benefits if an enrollee doesn't share their personal information, hang up and call 1-800-MEDICARE (1-800-633-4227). For more information on the new Medicare card, please visit [the official Medicare website for the new card](#).

Introduction to Prime – Feb. 27th Webinar for Providers

Healthy Connections Prime and SC Thrive will be hosting an introductory webinar on Feb. 27, from 2-3 p.m. Eastern. The webinar is for providers who want to learn more about this South Carolina program for individuals who have both Medicare and Medicaid. This webinar will provide information on topics including covered services, how billing and claims work and how to join a health plan network. Providers who are not yet in a Healthy Connection Prime network as well as existing in-network providers who want a refresher about the program are welcome to attend. For more information and to register, please visit <https://register.gotowebinar.com/register/489075255110545665>.

Other Updates & Recently Posted Documents

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

- [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.