

September 2019 Stakeholder Update



Program Update

Healthy Connections Prime has released a new program update focused on “Person-Centered Program Design & Family Caregivers.” Our Medicare-Medicaid Plans (MMPs) see caregivers as vital participants in our members’ multi-disciplinary team. The 2019 program update centers on four program design domains - assessment and care planning, benefit design, training, and quality improvement. To learn more, please click on [this link](#).

Flu Season

Flu season is coming up and Healthy Connections Prime wants to remind members and caregivers to get the annual flu vaccine. The flu can be serious for everyone – but for adults age 65 years and older, the risk of flu-related hospitalization and complications is particularly high. According to the CDC, “While seasonal influenza (flu) viruses are detected year-round in the United States, flu viruses are most common during the fall and winter. The exact timing and duration of flu seasons can vary, but influenza activity often begins to increase in October.” To learn more, please click on [this link](#).

Nursing Facility

Healthy Connections Prime has updated the nursing facility provider claims processing process, effective May 2019. Please read the memo at this [link](#) to learn more about the requirements for: (1) when and where to submit a signed Form 181 showing the member has been financially approved and determined eligible by SCDHHS for a Medicaid Long Term Care stay; and, (2) how to use specific information from the approved Form 181 for claims submissions. Details for nursing facilities participating in the Phoenix pilot are also included. Further information can be found in Healthy Connections Prime’s [updated Nursing Facilities FAQs](#).

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.

- [January – August 2019 Enrollment Data](#)
- [January – July 2019 Eligible Beneficiaries Data](#)

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: <https://msp.scdhhs.gov/SCDue2/webform/get-updates>.

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.