

June 2020 Stakeholder Update



COVID-19 Changes

As a part of the state's preparation and response to coronavirus disease 2019 (COVID-19), the South Carolina Department of Health and Human Services (SCDHHS) is announcing several policy changes and resources to protect the health and well-being of South Carolina Healthy Connections Medicaid members by ensuring ongoing access to care. To give providers needed flexibility to help ensure our members continue to have access to care while supporting important social distancing measures, SCDHHS has outlined temporary provider policy changes which can be found [here](#). The information provided on this website is unique to the Healthy Connections Medicaid program and other SCDHHS-administered programs.

For information specific to the Centers for Medicare and Medicaid Services (CMS), please visit the [CMS News Room and Current Emergencies Website](#).

World Elder Abuse Awareness Day

June 15th was World Elder Abuse Awareness Day (WEAAD). The American Bar Association Commission on Law and Aging (ABA COLA) has updated its resource of [state elder abuse definitions](#) to help lawyers understand elder abuse in their state. In addition, ABA COLA has updated their [mandatory and permissive reporting chart](#), as well as the [power of attorney chart](#). The statutory charts look at selected issues in the law and the [citations listing](#) assists with finding the complete text of elder abuse and long-term care ombudsmen laws in every state.

Additional statutory charts can be found on the [ABA website](#). More resources and information can also be found in the National Center on Law & Elder Rights (NCLER) [Elder Justice Toolkit](#), a practice-oriented resource for attorneys and advocates that provides guidance on pursuing civil legal remedies in elder abuse cases. NCLER also offers case consultations to professionals and is available to work with organizations and programs that might benefit from assistance with planning and capacity-building to address elder abuse.

County Expansion

Two Healthy Connections Prime plans have expanded their coverage into new counties. First Choice VIP Care Plus has expanded into two new counties: Aiken and Dorchester while Molina Dual Options has expanded into three new counties: Aiken, Berkeley and Cherokee.

SC Thrive Program Outreach

SC Thrive has recently produced new videos that highlight the Healthy Connections Prime program. They have both been posted to SC Thrive's Facebook page. The first video was posted on May 13th and can be found [here](#). The second video was posted on May 16th and can be found [here](#).

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.

- [Healthy Connections Prime Monthly Enrollment Dashboards January to April 2020](#)
- [Healthy Connections Prime Eligible Beneficiaries January to April 2020](#)

Join the Healthy Connections Prime Distribution List

You can request to join the Healthy Connections Prime email distribution list by emailing prime@scdhhs.gov or submitting a request through [this link](#).

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.