

June 2019 Stakeholder Update



County Coverage Expansion

Healthy Connections Prime MMPs have expanded their coverage to new counties! We are pleased to announce that Healthy Connections Prime is now available in Sumter County through First Choice VIP Care Plus. Additionally, Absolute Total Care is now available in Anderson and Greenwood Counties, while Molina Dual Options is now available in Anderson, Clarendon, Georgetown, Greenwood, Jasper, Oconee and Orangeburg Counties. For a full listing of our latest coverage area by plan, please visit [this document](#).

Program Coverage Model Comparison

Healthy Connections Prime has created a document comparing coverage between the various program types that exist for the South Carolina Dual Eligible population. This document compares MMPs, Program of All Inclusive Care for the Elderly (PACE), Medicare Advantage Dual-Eligible Special Needs Plans (D-SNP), and Medicare Advantage (MA) plans in various aspects related to coverage including continuity of care, care coordination, and costs. The [Coverage Model Comparison](#) can be found in our [Member and Advocate Toolkit](#).

MA Plan Marketing Do's and Don'ts

In conjunction with CMS, Healthy Connections Prime has compiled a list of acceptable activities regarding health plans and their marketing activities. This list includes actions MA plan representatives (including agents and brokers) cannot take, like calling or coming to the home of Healthy Connections Prime members uninvited to sell or endorse any Medicare-related product. To learn more about member rights concerning marketing from MA plan representatives, please refer to the [full list of do's and don'ts](#) in our [Member and Advocate Toolkit](#).

Updated Nursing Facilities Claims Filing Process

Healthy Connections Prime has updated the nursing facility provider claims processing process, effective immediately. Please read the memo at this [link](#) to learn more about the requirements for (1) 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) specific information from the signed Form 181 for submitted claims. Details for nursing facilities participating in the Phoenix pilot are also included. Further information can be found in our [updated Nursing Facilities FAQs](#).

Hospice FAQs Released

Healthy Connections Prime has released [an FAQ document](#) to help hospice providers to better understand contracting and billing details for members who develop a need for hospice care. The [full FAQ document](#) can be found in our [Provider Toolkit](#). Key questions addressed include:

- Can members who need hospice services stay in Healthy Connections Prime?
- Do hospice providers contract with the Healthy Connections Prime MMPs? Do members have to use an "in-network" hospice provider?
- Do members have to pay for hospice services?
- How do hospice providers bill for their services for Healthy Connections Prime members?
- How do nursing facilities bill for room and board for Healthy Connections Prime members?

Institutional Respite FAQs Released

Healthy Connections Prime has released an FAQ document for providers seeking more information on how to provide institutional respite care to Healthy Connections Prime members. The [FAQ document](#) can be found in the [Provider Toolkit](#).

Key questions addressed include:

- How can providers provide institutional respite care to Healthy Connections Prime members?
- What is the authorization process for Healthy Connections Prime members who are or are not enrolled in an HCBS waiver?
- How should providers bill for institutional respite services provided to Healthy Connections Prime members?

Other Updates & Recently Posted Documents

Additional program information is available on our Program Data page. The most recently posted information is linked below.

- [Full Year 2018 Compiled Enrollment Data](#)
- [January – March 2019 Enrollment Data](#)
- [January 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>. It 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.