

Member Experience Interviews



In December 2020 and January 2021, South Carolina Healthy Connections Medicaid partnered with the Centers for Medicare & Medicaid Services (CMS) to engage an independent research firm for an interview exercise with members. The research firm conducted in-depth interviews with a sample of Healthy Connections Prime members in urban and rural areas of South Carolina. In these conversations, members consistently reported high satisfaction with the program, an overall sense of “being taken care of,” and especially appreciated the outreach from their care coordinator.

Some reasons for high satisfaction included peace of mind from full benefits coverage and the health plans’ attention to the members’ health care needs. Also cited were access to high quality and compassionate care providers and helpful care coordinators and waiver case managers (some of whom work through the Community Long Term Care [CLTC] program.) Participants mostly found it difficult to identify any negatives about their experiences with the Healthy Connections Prime health plan.

We have included some short highlights from the interviews below.

Member Impressions of Healthy Connections Prime

“Now I have health coverage and am able to go to the doctor; if I didn’t have this plan, I would put a lot of things off.”
–Member in a rural area

“I had an MRI. I had an ultrasound on my heart. I didn’t have to pay anything. They’re efficient. I have a home health nurse who calls on me. It’s just a wonderful program.” –Member in a rural area

“Before, I had trouble getting into certain programs and signing up for things that I felt like I needed, but I wasn’t getting them and didn’t know how to go about getting them. Once I got into my Healthy Connections Prime plan, it was much better and I was getting things like food stamps and medicine. Before, I had to pay for medicine and I just couldn’t afford it. They helped me tremendously with that.” –Member in a rural area

“They call me, and they really seem to be caring people and they keep me alert about what is going on with things that they have. They explain things to you and they are very excellent at that. All I can say is good stuff about them.”
–Member in a rural area

Care Coordinators Are a Valued Resource

“The thing I like best about my health plan is my care coordinator.” –Member in an urban area

“What I like most is that they communicate. They stay in contact with me and find out what’s going on with me and if I need anything, my care coordinator will come by and bring it to me. I can say she’s just like another mother to me.”
–Member in a rural area

“Someone called me from my health plan and wanted to know how I was doing [during the pandemic] and if I needed food or anything. But I was OK.” –Member in a rural area

“She treats me like a peer. We bounce goals and ideas back and forth, and we come up with a lot more than I would alone. It works really well.” –Member in an urban area