

## September 2022 Stakeholder Update



### Hospice Frequently Asked Questions (FAQs)

Healthy Connections Prime has received several questions concerning how billing should be conducted when a member elects to receive hospice services. As a reminder, in our [provider toolkit](#), you can find helpful [hospice FAQs](#) for providers. Regarding billing, per the FAQs, “Hospice services are ‘carved out’ of Healthy Connections Prime, which means the hospice provider will bill Medicare directly on a fee-for-service basis. Room and board for hospice members residing in a nursing facility must be billed by the nursing facility (not the hospice provider) to the member’s Medicare-Medicaid Plan (MMP).”

Other questions that are addressed in the FAQs 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 nursing facilities bill for room and board for Healthy Connections Prime members?

### Education and Outreach Highlights

Healthy Connections Prime continues to partner with SC Thrive to engage in various outreach efforts to increase awareness of the program. One recent event that we would like to highlight is the CenterWell Senior Expo held in the month of August. This event was held in partnership with Greenville’s Senior Action, which is Greenville’s largest and most active senior center. SC Thrive shared information about Healthy Connections Prime with 700 people at this event.

SC Thrive is working to educate individuals and increase awareness around the state about the Healthy Connections Prime program through a variety of avenues. You may see SC Thrive at different places throughout South Carolina such as farmers’ markets, community centers and events to connect those experiencing homelessness to services.

### Member Stories

Healthy Connections Prime has updated the Member Stories page of the program website to include several new stories about our members and their caregivers’ experiences through their MMP. Some examples of the new stories are provided below:

- Helping a member receive free prescription glasses, reducing financial burden;
- Coordinating care to assist a member in obtaining diabetes testing supplies to prevent health complications;
- Educating a member with complex health conditions on health and nutrition;
- Connecting a caregiver to nursing home services for a member; and,
- Providing safe discharge and ongoing community waiver services support to help a member remain safely at home.

You can read these new Healthy Connections Prime stories as well as access prior stories on our [Member Stories page](#).

## 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 June 2022](#)

## Join the Healthy Connections Prime Distribution List

Requests to join the Healthy Connections Prime email distribution list can be emailed to [prime@scdhhs.gov](mailto:prime@scdhhs.gov) or submitted [at 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](mailto: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](mailto:primeproviders@scdhhs.gov).