

March 2023 Stakeholder Update



Annual Reviews Start Again in April

Healthy Connections Medicaid members must complete an annual review each year to stay in the Healthy Connections Medicaid program. However, during the COVID-19 public health emergency (PHE), Medicaid had special rules. During this time, Medicaid members have kept their coverage. Annual reviews will resume **April 1, 2023**. Click [here](#) to see the official bulletin regarding annual reviews and the end of the PHE.

SCDHHS will notify members by mail or text (if we have their cell phone number) near their review date. The agency will try to renew their Medicaid with info we have. If SCDHHS can renew members’ Medicaid this way, they will receive a “Continuation of Benefits” notice and will not receive a review form. If SCDHHS cannot renew eligibility this way, the member will be mailed a form to complete and return.

Providers or stakeholders should email AnnualReviews@scdhhs.gov with questions or to request someone from the agency to present to their organization about this process.

Visit scdhhs.gov/annualreviews to learn more about the process and what to expect. Click on the images below.



[Recursos en Espanol](#)

Eligibility Review Process

- **February:** The agency will send pre-review notices for members who are scheduled for redetermination in April. Each month during the unwinding period, notices will be sent approximately **30 days** before a member is scheduled for redetermination.
- **April 1:** First reviews initiated
- **First week of April:** First Continuation of Benefits notices and annual review forms mailed and text messaging begins
- **June 1:** First closures for failure to return review forms
- **Each month:**
 - Electronic data will be used as much as possible to confirm continued eligibility.
 - Review forms will be sent approximately **60 days** ahead of the redetermination date to members for whom eligibility cannot be confirmed with electronic data.
 - Members who do not return completed review forms within 30 days will receive a notice to let them know their Medicaid coverage will end if they do not return the form by the due date.

Change of Address and Contact Information

Healthy Connections Medicaid members who have moved in the last few years should make sure their address and contact information are up to date so that we can reach them.

- Change of address and contact information:
 - Online: <https://apply.scdhhs.gov>
 - By phone: Call (888) 549-0820 **Monday through Friday from 8 a.m. to 6 p.m.**
 - Visit your local eligibility office

Palliative Care Member FAQ

An important benefit available to members of Healthy Connections Prime is palliative care, a service that helps patients with serious illnesses find relief from the symptoms and stress of their illness. Palliative care is not hospice; it can be provided at any stage to anyone dealing with a serious illness. To help members and their families understand and access this valuable benefit, Healthy Connections Prime has released a brief Palliative Care FAQ. This document provides members with information about palliative care and getting these services through Healthy Connections Prime. If you know someone who may benefit from palliative care, we encourage you to share this FAQ with them. To view the Palliative Care FAQ, visit our [Member and Advocate Toolkit](#) webpage [or click here](#).

Palliative Care Member Story – Care Coordination Supports Member Socially and Medically



By bringing together all the services offered by Medicare and Healthy Connections Medicaid, Healthy Connections Prime is able to support members who are dealing with serious health challenges. One of the Healthy Connections Prime plans told us, “One of our members suffers from end stage COPD and diabetes. He initially opted out of case management. He experienced one to two hospitalizations every month which lasted a few days to a few weeks.” This was affecting his quality of life quite a bit. “After persistence and compassion from his care coordinator over many months, the member chose to enter case management. After several more months building trust

with the coordinator, he agreed to pursue waiver services, and then shortly afterwards, the member enrolled in a palliative care program.”

“Now, he has services in his home and has someone to help him go where he needs to go without having to choose whether to pay someone for transportation or food for the week. The member is able to take all of his medication and spends more time with people than he has in years. Further, his last hospitalization was six months ago.”

Other Updates & Recently Posted Documents

Additional program information is available on the [Healthy Connections Prime Program Data page](#). The most recently posted information is linked below.

- [Healthy Connections Prime Monthly Enrollment Dashboards – January 2023](#)

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](#).

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 your contact information and the desired location and date for the presentation or training.

Are you a Healthy Connections Medicaid member?
Have you moved?

Let us know!

Make sure your mailing and home address, contact information and other household details are up to date so we can reach you about any changes in your Medicaid.

Change your address online at <https://apply.scdhhs.gov>.

Call (888) 549-0820
Monday through Friday from 8 a.m. to 6 p.m.

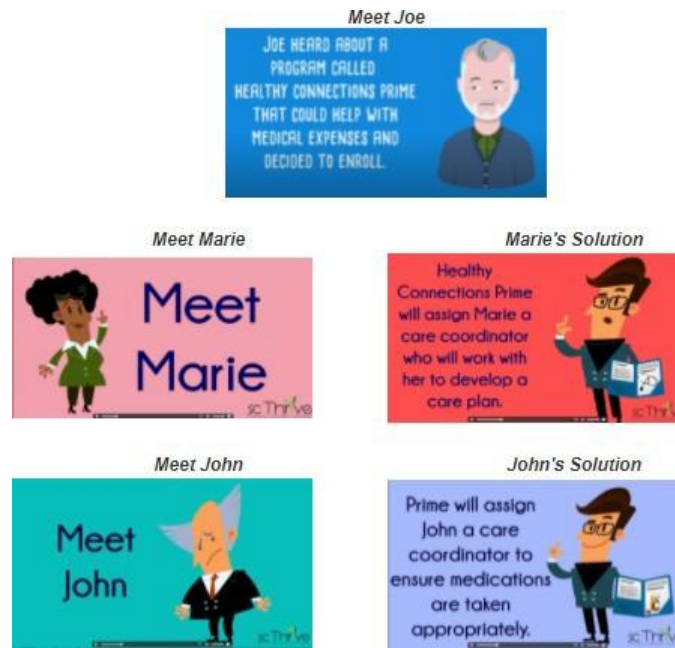
Visit your local eligibility office.

Healthy Connections MEDICAID

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.