

June 19, 2015
MB# 15-027

MEDICAID BULLETIN

All

TO: All Providers

SUBJECT: Claim Submission Web Portal (Webtool) Enhancement

Beginning Aug. 17, 2015, the electronic claim submission web portal (Webtool) will be enhanced to allow the attachment of documentation to claims at the following link: <https://portal.scmedicaid.com/login>. In an effort to simplify the administrative process of Medicaid claim submission, providers submitting claims electronically through the Webtool will now be able to attach image files in .jpeg, .tiff and .pdf formats to their claim. This will allow more electronic claim submissions and decrease the need for hard-copy claim submissions.

A reference guide and updated FAQs for document attachments on the Webtool are available on the eLearning website, <http://medicaidelearning.com/>.

Providers that do not have access to the Webtool but would like to begin using this feature can request access by contacting the Electronic Data Interchange (EDI) Support Center at (888) 289-0709, option 1.

If you have questions about this new functionality or if you experience problems with this new feature, please contact the Provider Service Center (888) 289-0709 and reference the issue code PS293.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.

/s/
Christian L. Soura
Director