

Nov. 1, 2023
MB# 23-057

MEDICAID BULLETIN

TO: All Providers

SUBJECT: November 2023 Provider Payment Schedule and Provider Service Center 2023 Holiday Hours

The South Carolina Department of Health and Human Services (SCDHHS) will operate on an updated schedule for Healthy Connections Medicaid claims submission and payments to accommodate the November 2023 state holiday schedule.

Due to observance of the Thanksgiving holiday, Friday, Nov. 17 at 5 p.m. is the deadline to submit claims for payment date Friday, Nov. 24. Payments will run Monday, Nov. 20 and electronic remittance advice will be available Tuesday, Nov. 21. Payments will be dated Friday, Nov. 24, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Dec. 1.

Provider Service Center (PSC) Holiday Hours

The PSC will be closed Thursday, Nov. 23 and Friday, Nov. 24 in observance of the Thanksgiving holiday and Friday, Dec. 22 and Monday, Dec. 25 in observance of the Christmas holiday. In observance of the New Year's Day holiday, the PSC will be closed Monday, Jan. 1, 2024.

Please refer any questions or concerns regarding this bulletin to the PSC at (888) 289- 0709. The PSC's regular hours of operation are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday.

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

/s/
Robert M. Kerr