

Dec. 18, 2023
MB# 23-067

MEDICAID BULLETIN

TO: All Providers

SUBJECT: December 2023-January 2024 Provider Service Center Holiday Hours

The South Carolina Department of Health and Human Services' (SCDHHS) Provider Service Center (PSC) will operate on an updated holiday schedule in December 2023-January 2024.

The PSC will be closed Monday, Dec. 25 and Tuesday, Dec. 26 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.

Resources Providers Can Use to Help with Medicaid Member Annual Reviews

As SCDHHS continues its federally required review of Medicaid member eligibility, a process frequently referred to as "unwinding," it is reminding providers of resources available to them that can help with this process. SCDHHS has produced several member-facing communications and marketing items and is encouraging providers to post its "submit your review, when it's time to renew" flyer in patient-facing areas. The flyer is available for download from SCDHHS' website in [English](#) and in [Spanish](#) along with other [provider resources](#) on [SCDHHS' annual reviews website](#).

The Centers for Medicare and Medicaid Services have also produced outreach and educational resources about this process that are [available on their website](#).

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

/s/
Robert M. Kerr