

August 21, 2023
MB# 23-041

MEDICAID BULLETIN

TO: All Providers

SUBJECT: Healthy Connections Medicaid Provider Training Opportunities September-November 2023

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free Healthy Connections Medicaid training to prospective and enrolled Healthy Connections Medicaid providers. These recurring trainings are conducted by SCDHHS' contracted vendors. Information about the upcoming September-November 2023 training is listed below.

Medicaid eLearning Provider Workshops

The recurring virtual workshops available through the Medicaid eLearning site, www.medicaidlearning.com, cover a variety of topics including training on Medicaid basics, how to submit claims using the web-based tool and third-party liability (TPL).

To register for a workshop or find additional training resources, please visit www.medicaidlearning.com or call (888) 289-0709.

Below is a schedule of the provider workshops.

Medicaid Basics

This workshop provides a basic overview of the South Carolina Healthy Connections Medicaid program. The training addresses general policies and topics such as eligibility, claim filing options, the remittance package, TPL and claim-level adjustments.

Sept. 14, 2023, 10 a.m.-4 p.m.

Oct. 10, 2023, 10 a.m.-4 p.m.

Nov. 1, 2023, 10 a.m.-4 p.m.



Comprehensive Web Tool

This workshop explores all the available features on the South Carolina Healthy Connections Medicaid web-based claims submission tool. The training navigates claim entry and submission as well as how to check eligibility, claim status and e-remits through the online tool.

Sept. 20, 2023, 10 a.m.-3 p.m.

Oct. 19, 2023, 10 a.m.-3 p.m.

Nov. 7, 2023, 10 a.m.-3 p.m.

Overview of Claim-level Adjustments and TPL

This workshop examines TPL reporting responsibilities, refund processes, claim adjudication, edit resolutions and information on other resources. Providers will also learn the detail-level process that gives professional providers the ability to submit claim-level adjustments directly to South Carolina Healthy Connections Medicaid.

Sept. 26, 2023, 10 a.m.-4 p.m.

Oct. 25, 2023, 10 a.m.-4 p.m.

Nov. 16, 2023, 10 a.m.-4 p.m.

Maximus Managed Care Enrollment Trainings

The training will inform providers about the Medicaid managed care enrollment process for South Carolina Healthy Connections Medicaid and Healthy Connections Prime. The trainings will also inform providers on how to use the enrollment broker website, scchoices.com, and how to support Medicaid members in choosing their provider medical home and health plan.

The training is beneficial for any provider or provider office staff interested in understanding member enrollment, learning tips on how to retain Healthy Connections Medicaid members and finding out more about Healthy Connections Prime. For offices assisting patients with Medicaid applications, this training provides information useful in ensuring patients understand the full application process and next steps after their application is accepted.

Managed care enrollment trainings are available via a webinar or telephone and will take place on Fridays in September. The dates and times the training is offered are:

Sept. 8, 2023, 2 p.m.

Sept. 22, 2023, 10 a.m.

To schedule a training, please email providertrainings@maximus.com. If you have questions, please contact Michelle LeMoine at (803) 834-9956 or MichelleWLeMoine@maximus.com.

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

/s/

Robert M. Kerr