

Nov. 13, 2024  
MB# 24-065

## MEDICAID BULLETIN

**TO: All Providers**

**SUBJECT: November 2024 Provider Payment Schedule and Provider Service Center 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 2024 Thanksgiving holiday.

Due to the observance of the Thanksgiving holiday, Friday, Nov. 22 at 5 p.m. is the deadline to submit claims for payment date Friday, Nov. 29. Electronic remittance advice will be available Tuesday, Nov. 26. Payments will be dated Friday, Nov. 29, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Dec. 6.

### **Provider Service Center (PSC) Holiday Hours**

The PSC will be closed Thursday, Nov. 28 and Friday, Nov. 29, in observance of the Thanksgiving holiday. Please refer any questions or concerns regarding this bulletin to the PSC at (888) 289-0709 or by submitting an [e-inquiry](#). 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/  
Eunice Medina

