



Frequently Asked Questions

Signing in to apply.scdhhs.gov with ID.me

I received/saw an email message saying there is a new way to log in to my South Carolina Healthy Connections Medicaid online account at apply.scdhhs.gov. What do I need to do?

Your current online account login info for the citizen portal at apply.scdhhs.gov will not work as of Jan. 26, 2024. You will need to set up a free ID.me account to access your account. This account lets you:

- View notices
- Save incomplete applications so you can return to them at a later date
- Review past applications and forms
- See other account info

To create a ID.me account:

1. Go to apply.scdhhs.gov.
2. Click the Log in button in the top right.
3. Select the check box to read and agree with the terms of using ID.me.
4. Then select Sign in with ID.me button.
5. Select Create an ID.me account link.
6. Follow the options to set up your account.

You do NOT need an account login to:

- Apply for Medicaid
- Complete your annual review
- Submit documents online
- Update your contact info
- Check your annual review status
- Verify your current eligibility status

Do I need to make an ID.me account?

You can use some features without an ID.me account. If you want to access more info, you will need to make and use an ID.me account.

- On your new online account, you can:
 - View notices
 - Save incomplete applications so you can return to them at a later date
 - Review past applications and forms
 - View other account info

You do not need an account log in to:

- Apply for Medicaid
- Complete your annual review
- Submit your documents online
- Update your contact info
- Check your annual review status or date
- Verify your eligibility status



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Why was my identity verification attempt unsuccessful?

There are a few reasons why an identity verification attempt may fail. One cause is if the info provided does not match with the sources they used to prove your identity. Also, it may not work if a user entered wrong info. Or if the documents shared do not meet federal digital identity protection rules. If your first three attempts fail, click on the “Verify identity on a video call” button. This will let you join a video call with ID.me staff. This staff member is trained to verify who you are.

What documents do I need to create an ID.me account?

You will need two primary IDs or one primary and two secondary IDs. You can view a list of accepted documents [here](#). Be sure to have these documents on hand before joining the video call.

ID.me is not processing the photos of my government ID. What should I do?

When taking a picture of your ID:

- Make sure all four corners are visible
- Turn off your flash to reduce glare
- Place your document on a dark surface
- Match the direction to the document (e.g., use landscape for driver’s licenses).

If you’re still having problems, click the “Verify identity on a video call” button. This lets you join a video call to get help.

I need help logging in to my online account at apply.scdhhs.gov, what do I do?

If you need help to log in to your online account, please call the Member Contact Center. The phone number is (888) 549-0820. They are open Monday through Friday from 8 a.m. to 6 p.m.

If I already have an ID.me account, can I use that account for SCDHHS?

Yes, you can and should use your existing ID.me account if you have one. You must consent to share info with SCDHHS. The first time you sign into your new online account, it will ask you if you want to share your data with SCDHHS. You must select yes to use your ID.me login with SCDHHS. You may need to update the info on your ID.me account if your account has not been identity proofed with ID.me before.

Why do I need to consent to share my info with SCDHHS?

When you use ID.me to create an account, ID.me shares your personal info with SCDHHS. You must consent to share this info. This includes your name, date of birth, phone number, address, email and Social Security number.



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I received an error saying that I have already verified my identity. What should I do?

This error is usually because you have another ID.me account. An account may already exist for you and there can only be one user per account.

Try signing into your verified ID.me account to continue. If you do not recall having an ID.me account or do not know your login, please visit help.id.me for help.

If I start an application and want to complete it later, do I need to create an ID.me account?

Yes, you must first create an account if you would like to save your application and come back later to finish it. You will see a message stating that when you start your application.

Do I need an account to complete my annual review online?

No. You can complete your annual review online without creating an account. You will see a message stating that when you start your annual review online.

What do I do if I forget my ID.me password and user ID?

For help with user ID and password issues, enter ID.me in your web browser. Once you are on that site, click the Sign In button at the top right of the screen. In the login pop-up window, scroll down and select the Forgot password link, below the Sign In button. Follow the prompts to reset your password and user ID.

If I can't set up an ID.me account or I do not complete the process, can I still see info on the Citizen Portal at apply.scdhhs.gov?

Yes. You must go back to the home page of apply.scdhhs.gov. To go back to the apply.scdhhs.gov home page from ID.me, use the back button in your web browser. Without an online account, on apply.scdhhs.gov you can still:

- Apply for Medicaid
- Complete your annual review
- Submit your documents online
- Update your contact info
- Check your annual review status or date
- Verify your eligibility status

If you do not set up an account, you will not be able to access your online account where you can:

- View notices
- Save incomplete applications that you can return to at a later date
- Review past applications and forms
- View other account info



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What happened to my old account that I previously set up?

The account login info is no longer active. You will need to set up a free ID.me account to view your existing account info such as pending applications, incomplete applications, change submissions or notices online. To create a ID.me account:

1. Go to apply.scdhhs.gov.
2. Click the Log in button in the top right.
3. Select the check box to read and agree with the terms of using ID.me.
4. Then select Sign in with ID.me button.
5. Select Create an ID.me account link.
6. Follow the options to set up your account

You do NOT need an account login to:

- Apply for Medicaid
- Complete your annual review
- Submit your documents online
- Update your contact info
- Check your annual review status or date
- Verify your eligibility status

What info do I need to provide to set up my ID.me account?

You will need to share documents with personal info to prove who you are. If documents can't be provided, a video call may be used to verify you. Info required may include:

- Social Security number
- Name
- Date of birth
- Photo of your driver's license or passport

Why do I get the message "You were automatically logged out to keep your information secure. Log in to go back to where you left off."?

After two to three minutes of inactivity, you will receive a message to stay logged in. After four to five minutes, you will be logged out for inactivity.

Why can't I see info for my account (past applications, online reviews)?

Someone other than the main contact may have submitted info for your account through apply.scdhhs.gov before ID.me was launched. In this case, you will no longer be able to see that info.

The account is linked to the primary contact chosen when applying online. This is if you are applying for yourself or for your family.



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The account is not linked to the primary contact if “a person acting responsibly on behalf of someone else” is selected when doing an online application.

Why would I need to provide my South Carolina Medicaid ID Number?

If ID.me can't match you using your Social Security number, you will see the following message. “Please provide your South Carolina Medicaid ID Number.” This prompts you to provide your Medicaid ID. You can click Next or use the Exit option. Be careful when entering your Medicaid ID. You only have three attempts to correctly enter your Medicaid ID.

I entered my South Carolina Medicaid ID number wrong a few times. Now it will not let me enter my Medicaid ID. The message says to contact the help desk. What do I do?

The Medicaid ID entry is limited to three total attempts. You may have failed all three attempts. You must contact the Member Contact Center for help. The number is (888) 549-0820. It is open Monday through Friday from 8 a.m. to 6 p.m.

After signing in, I see the message “It appears some of your information has changed.” What does this mean?

You are getting this message because there may have been some changes to your Healthy Connections Medicaid account info. We want to make sure everything is right. You should contact the Member Contact Center for help. The number is (888) 549-0820. They are open Monday through Friday from 8 a.m. to 6 p.m.

After signing in, I see the message “We are unable to determine if you have an existing record.” What does this mean?

You are getting this message because there may have been some changes to your Healthy Connections Medicaid account info. We want to make sure everything is right. You should contact the Member Contact Center for help. The number is (888) 549-0820. They are open Monday through Friday from 8 a.m. to 6 p.m.