

ID Cards

1. Is the PCP's name on their card? If so, is a new card issued if they change their PCP?

If the beneficiary is enrolled with an MCO, the PCP's name appears on the front of the MCO card. As such, when a beneficiary changes his/her PCP, the MCO issues him/her a new card. Beneficiaries enrolled with an MHN do not receive a separate card, so their PCP will not be displayed on their South Carolina Healthy Connections ID card.

2. Which card should beneficiaries use? The plan card or the Healthy Connections Medicaid card?

Beneficiaries should always carry whatever cards have been provided. Beneficiaries enrolled with an MCO are issued a card from the MCO, as well as a Healthy Connections Medicaid card. They should always have both cards with them. In most cases, they will use their MCO card for services. Beneficiaries enrolled with the MHN, SC Solutions, will only have the SC Healthy Connections Medicaid card.