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For Immediate Release

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SCDHHS Launches Series of How-to Videos to Help Healthy Connections Medicaid Members Complete Annual Eligibility Reviews

COLUMBIA, S.C. – The South Carolina Department of Health and Human Services (SCDHHS) today released three instructional videos designed to help Healthy Connections Medicaid members complete their annual eligibility reviews.

Healthy Connections Medicaid members can complete their annual eligibility review, check their annual review status, update their contact information and submit required documents online at apply.scdhhs.gov. The videos walk Medicaid members through the steps to create an online account and complete each of these functions. Those who want to apply for Medicaid coverage can also apply at apply.scdhhs.gov. The videos are available on SCDHHS' website at the links below.

- [How to sign up for a Citizen Portal \(apply.scdhhs.gov\) account](#)
- [How to complete an annual eligibility review online](#)
- [How to update contact information, check annual review status, submit documents or use other quick tools](#)

When a Healthy Connections Medicaid member is up for review, SCDHHS first attempts to renew the individual's Medicaid eligibility with information already available. If SCDHHS can verify continued eligibility this way, a Medicaid member will receive a "continuation of benefits" notice and will not receive an annual review form.

If continued eligibility cannot be confirmed this way, the agency will notify the Healthy Connections Medicaid member and mail a form to be completed and returned. The Medicaid member can complete the form that is sent to them or complete their annual review online following the steps in the video linked above. Members can also email their annual review form to 8888201204@fax.scdhhs.gov, fax it to (888) 820-1204, upload it at apply.scdhhs.gov or drop it off at any SCDHHS local eligibility office. A list of local offices is [available on SCDHHS' website](#). Annual review forms must be filled out completely and returned by their due date. The due date is included in the information the agency sends to impacted Medicaid members.

If a member receives an annual review form instead of a continuation of benefits notice, it does not mean they are no longer eligible. It does mean they need to fill out the review form completely and/or send SCDHHS other information needed to determine if they are still eligible.

Healthy Connections Medicaid members who do not return their annual review form by the due date have a 90-day grace period after their coverage has ended. For Medicaid members who return their

annual review form within the 90-day grace period, SCDHHS will reopen their eligibility retroactive to the date it previously closed. Coverage will be reinstated until an eligibility determination can be made.

SCDHHS produced a fact sheet for Healthy Connections Medicaid members that is available on its annual reviews website at www.scdhhs.gov/annualreviews. Members with questions should contact the Healthy Connections Member Contact Center at (888) 549-0820 Monday through Friday from 8 a.m. to 6 p.m. Community organizations, such as [SC Thrive](#), are also able to answer questions.

Background

Annual eligibility reviews for Healthy Connections Medicaid members [resumed April 1, 2023](#). This federally required process is in place to ensure those enrolled in Medicaid programs continue to meet established eligibility criteria. During the COVID-19 federal public health emergency, states were required to pause annual reviews and keep Medicaid members enrolled with very limited exceptions. The Consolidated Appropriations Act, 2023, passed by Congress and signed into law by President Joe Biden Dec. 29, 2022, directed states to resume annual reviews. Through this process, SCDHHS must verify continued eligibility for each of the state's Healthy Connections Medicaid members during the one-year period that began April 1, 2023.

About the South Carolina Department of Health and Human Services

The South Carolina Department of Health and Human Services provides health care benefits to nearly 1.2 million South Carolinians. Its mission is to be boldly innovative in improving the health and quality of life for South Carolinians.

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