

June 2024 Stakeholder Update



Website Update

In late 2023, SCDHHS refreshed the webpage for Healthy Connections Prime! The updated site contains the same content you are used to with a streamlined navigation process to ensure ease of use and clarity. You can access the new and improved page through the following link:

- <https://www.scdhhs.gov/resources/health-managed-care-plans/healthy-connections-prime>

Member Stories

There are many ways that Healthy Connections Prime can help members keep up with their health! Member Stories highlighting the experiences of our members and caregivers can be found on our website, linked [here](#). Examples of these stories include:

- Helping refer a member dealing with depression & increased pain to a Community Long Term Care (CLTC) Community Choices waiver
- Locating a temporary nursing facility location for a member displaced from their home by Hurricane Florence
- Expediting & helping to complete a request for a wheelchair for a member dealing with a broken bone
- Aiding an immobile member & their caregiver with securing food from a local food bank

Member Co-payment Update

As of July 1st, 2024, co-pays for health services will no longer be required for Healthy Connections Medicaid services. In line with this change, members should have received, or will soon be receiving, notification of this change from their health plans.

Eligibility Review Updates

Individuals who receive Supplemental Security Income (SSI) are automatically eligible for Medicaid, meaning they do not need to submit a Medicaid application. Recently, certain individuals' Social Security Administration status has changed, so they no longer qualify automatically, although they may still be able to receive Medicaid. In order to do this, they need to submit a Medicaid application to confirm their eligibility. Members who have lost SSI will have their Medicaid extended until Sept. 30, 2024. This will give them more time to submit a Medicaid application.

Change of Address and Contact Information

Healthy Connections Medicaid members who have moved in the last few years should make sure their address and contact information are up to date so we can reach them.

- Change of address and contact information:
 - Online: <https://tools.apply.scdhhs.gov/quick-tools/>
 - By phone: Call (888) 549-0820 **Monday through Friday from 8 a.m. to 6 p.m.**
 - Visit your local eligibility office. To find your local office, click [here](#).

Other Updates & Recently Posted Documents

Additional program information is available on the [Healthy Connections Prime Program Data page](#).

View the [Healthy Connections Prime Monthly Enrollment Dashboards: January - April 2024](#) for the most recent information.

Join the Healthy Connections Prime Distribution List

Requests to join the Healthy Connections Prime email distribution list can be emailed to prime@scdhhs.gov.

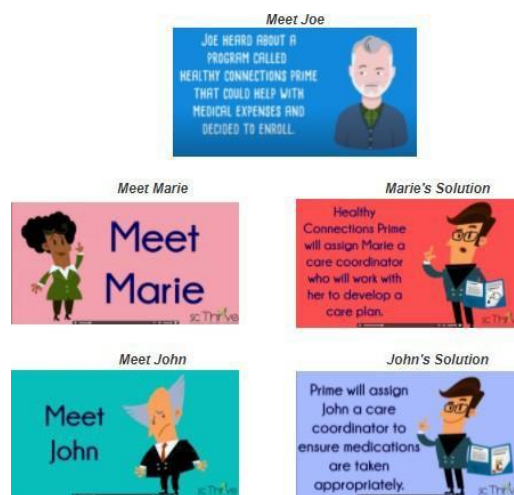
Request a Presentation for More Information

Providers or organizations who are interested in learning more about Healthy Connections Prime and would like to request a free presentation and/or training session can email primeproviders@scdhhs.gov. The email should include your contact information and the desired location and date for the presentation or training.

For More Information and the Latest News

More information about Healthy Connections Prime can be found on our website at <http://www.scdhhs.gov/prime>. The website contains helpful information such as member FAQs, a provider toolkit and program data.

Our [Member and Advocate Toolkit page](#) provides numerous resources, such as a plan comparison chart and an explanation of important terms. Also included on this page are short videos that can help caregivers and their loved ones learn more about Healthy Connections Prime. Scroll down to “Interactive Scenarios” on the webpage to access the videos.



Program questions can be directed to the SC Thrive Customer Service Center at (800) 726-8774, Monday-Friday, 8:30 a.m. to 5 p.m. TTY users call 711. This call is free. Providers can also email questions to primeproviders@scdhhs.gov.