

## December 2023 Stakeholder Update



### Happy Holidays!

#### Flu & COVID-19 Vaccinations

As the holiday season continues in full swing, Healthy Connections Prime wants to remind members and caregivers that the S.C. Department of Health and Environmental Control (DHEC) and the Centers for Disease Control and Prevention (CDC) recommend everyone six months and older get their annual flu vaccine as well as COVID-19 booster vaccines. The flu and COVID can be serious for everyone, but adults aged 65 years and older are at an increased risk. Getting vaccinated is an important step for your health and can help protect you, your family and your loved ones!

- Additional Vaccination Resources:
  - To learn more about the flu, visit the [DHEC](#) and [CDC](#) websites.
  - To learn more about COVID vaccinations visit the [DHEC](#) and [CDC](#) websites.

#### Annual Reviews Continue

As a reminder, all members must complete an annual review each year to stay in the Healthy Connections Medicaid program, which is necessary to be a member of Healthy Connections Prime. However, during the COVID-19 public health emergency (PHE), Medicaid had special rules that allowed Healthy Connections Medicaid members to keep their coverage. In alignment with the end of the PHE, annual reviews resumed for all members **April 1, 2023**. Click [here](#) to learn more about the restart of annual reviews.

Many members should have already heard from SCDHHS about this process. For those who have not, SCDHHS will notify them by mail or text (if SCDHHS has their cell phone number) near their review date. SCDHHS will attempt to renew their Medicaid enrollment with the info SCDHHS already has. If SCDHHS can renew their Medicaid this way, they will receive a “Continuation of Benefits” notice and will not receive a review form. If SCDHHS cannot renew it this way, SCDHHS will mail them a form to complete and return. Members can choose to complete this form online at [apply.scdhhs.gov](https://apply.scdhhs.gov).

Providers or stakeholders with questions about the annual review process can also email [AnnualReviews@scdhhs.gov](mailto:AnnualReviews@scdhhs.gov) with questions or if they would like someone from SCDHHS to present to their organization about this process.

Visit our webpage to learn more about the process and what to expect by clicking on the images below.



[Recursos en Español](#)

## Medicare Open Enrollment Period Ends Soon

This year's Medicare open enrollment period is Oct. 15 – Dec. 7. During open enrollment, people with Medicare (which includes all Healthy Connections Prime members) can choose to change their Medicare health plans and prescription drug coverage for the following year to better meet their needs. Every year, Medicare health and drug plans can make changes to things like cost, coverage and the providers and pharmacies in their networks, so it is important for members to review their benefits for potential changes. For more information, click [here](#).

## 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: [apply.scdhhs.gov](https://apply.scdhhs.gov)
  - 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 - October 2023](#) 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](mailto: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](mailto: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 <https://www.scdhhs.gov/resources/health-managed-care-plans/healthy-connections-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.

*Meet Joe*

JOE HEARD ABOUT A PROGRAM CALLED HEALTHY CONNECTIONS PRIME THAT COULD HELP WITH MEDICAL EXPENSES AND DECIDED TO ENROLL.




*Meet Marie*

Meet Marie




*Marie's Solution*

Healthy Connections Prime will assign Marie a care coordinator who will work with her to develop a care plan.




*Meet John*

Meet John



*John's Solution*

Prime will assign John a care coordinator to ensure medications are taken appropriately.



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](mailto:primeproviders@scdhhs.gov).