Information about the Federal Health Insurance Marketplace and Healthy Connections Medicaid

Federal Health Insurance Marketplace
South Carolinians may use the Health Insurance Marketplace (also known as “the Marketplace”) for coverage. To learn more about the Marketplace, consumers can:

- Call 1-800-318-2596
- Visit healthcare.gov

South Carolina Medicaid Program: Healthy Connections Medicaid
South Carolinians can apply for Medicaid benefits online, in person, or through the mail. To learn more about the Healthy Connections Medicaid program, consumers can:

- Call 1-888-549-0820
- Visit apply.scdhhs.gov to start the online Medicaid application process

Frequently Asked Questions

I currently have Medicaid. Do I need to re-apply?
If you currently have Medicaid through Healthy Connections, there is no need to reapply. We will send a letter to you for any information we may need to determine your eligibility at your regularly scheduled review date.

I was denied eligibility for Medicaid prior to Marketplace open enrollment. Should I apply again?
If you were denied eligibility prior to open enrollment, you may want to apply again through the Marketplace at healthcare.gov as you may be able to receive assistance to help pay for health coverage.

The Marketplace told me I’ve been assessed as Medicaid eligible in South Carolina. What should I do?
The Marketplace will send your information to us as soon as possible, then we will send you a notice when we have made a determination on your eligibility. If you are determined to be eligible for Medicaid, your start date will correspond with the day your application was sent to Healthy Connections.

I applied for Medicaid online through the Healthy Connections and was determined not eligible for Medicaid. What should I do?
Healthy Connections will send your application to the Marketplace. Once the Marketplace makes a determination on your eligibility for coverage, they will send you a notice regarding the outcome. You may contact the Marketplace at 1-800-318-2596 to receive an update on the status of your Marketplace application.

I received multiple notices. Which one is right?
The Healthy Connections Medicaid notice that you receive will have the correct Medicaid determination. The Health Insurance Marketplace notice will have the correct Marketplace determination.