SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES
Healthy Connections MEDICAID

Henry McMaster GOVERNOR
Eunice Medina DIRECTOR
P.O. Box 8206 > Columbia, SC 29202
www.scdhhs.gov

Nov. 24, 2026
MB# 26-047

MEDICAID BULLETIN

TO: **All Providers**

SUBJECT: **Healthy Connections Medicaid Provider Training Opportunities December 2026-February 2027**

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free Healthy Connections Medicaid training to enrolled Healthy Connections Medicaid providers and their billing agents. These recurring trainings are conducted by SCDHHS' contracted vendors. Information about the upcoming December 2026-February 2027 trainings is listed below.

Medicaid Learning Provider Workshops
SCDHHS' contracted vendor provides in-person training presentations and other materials on a variety of topics to ensure enrolled providers have an understanding of processes and programs. Please note, these trainings were previously held virtually but transitioned back to being held **in-person at BlueCross BlueShield South Carolina-Government Programs Complex located at 17 Technology Circle, Columbia, SC 29203, unless otherwise noted.**

To register for a workshop or find additional training resources, please visit www.medicaidelearning.com or call the Provider Service Center (PSC) at (888) 289-0709. The PSC's hours of operation are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday.

Below is a schedule of the provider workshops.

Medicaid Basics
This workshop will provide a basic overview of the South Carolina Healthy Connections Medicaid program. The training will address general policies and topics such as eligibility, claim filing options, the remittance package, third-party liability (TPL) and claim-level adjustments.

Dec. 3, 2026, 10 a.m.-4 p.m.
Dec. 11, 2026, 10 a.m.-4 p.m. at Spartanburg Community College, Health Sciences Building (Giles Campus): 850 Brisack Rd., Spartanburg, 29303

Jan. 7, 2027, 10 a.m.-4 p.m.
Feb. 2, 2027, 10 a.m.-4 p.m.

Comprehensive Web Tool

This workshop will explore all the available features on the South Carolina Healthy Connections Medicaid web-based claims submission tool. The training will navigate claim entry and submission as well as how to check eligibility, claim status and e-remits through the online tool.

Dec. 8, 2026, 10 a.m.-3 p.m.
Jan. 14, 2027, 10 a.m.-3 p.m.
Feb. 11, 2027, 10 a.m.-3 p.m.

Overview of Claim-level Adjustments and TPL

This workshop will examine TPL reporting responsibilities, refund processes, claim adjudication, edit resolutions and information on other resources. Providers will also learn a detailed level of the process that gives professional providers the ability to submit claim-level adjustments directly to South Carolina Healthy Connections Medicaid.

Dec. 15, 2026, 10 a.m.-4 p.m.
Jan. 19, 2027, 10 a.m.-4 p.m.
Feb. 17, 2027, 10 a.m.-4 p.m.

South Carolina Medicaid Ordering/Referring/Prescribing (ORP) Enrollment and Claims Filing Requirements

This workshop will help participants understand the ORP provider requirements regarding enrollment and claims filing. Classes are all virtual.

Dec. 4, 2026, 10-11 a.m.
Dec. 9, 2026, 3-4 p.m.
Dec. 17, 2026, 11 a.m.-12 p.m.

Maximus Managed Care Enrollment Trainings

The training will inform providers about the Medicaid managed care enrollment process for South Carolina Healthy Connections Medicaid. The training will also inform providers how to use the enrollment broker website, scchoices.com, and how to support Medicaid members in choosing their provider medical home and health plan.

The training is beneficial for any provider or provider office staff interested in understanding member enrollment and learning tips on how to retain Healthy Connections Medicaid members. For offices assisting patients with Medicaid applications, this training provides information useful in ensuring patients understand the full application process and next steps after their application is accepted.

Managed care enrollment training is available **via webinar or telephone**. The training is offered:

Dec. 11, 2026, 10-11:30 a.m.
Dec. 16, 2026, 2-3:30 p.m.
Jan. 8, 2027, 10-11:30 a.m.
Jan. 22, 2027, 2-3:30 p.m.
Feb. 12, 2027, 10-11:30 a.m.
Feb. 26, 2027, 2-3:30 p.m.

To schedule a training, please email providertrainings@maximus.com. If you have questions, please contact Michelle LeMoine at (803) 834-9956 or MichelleWLeMoine@maximus.com.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.

/s/

Eunice Medina