

April 2, 2026  
MB# 26-010

## MEDICAID BULLETIN

**TO: All Providers**

**SUBJECT: Healthy Connections Medicaid Provider Training Opportunities April-June 2026**

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 April-June 2026 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.medicaidlearning.com](http://www.medicaidlearning.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.

April 7, 2026, 10 a.m.-4 p.m.

May 6, 2026, 10 a.m.-4 p.m.

June 9, 2026, 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.

April 14, 2026, 10 a.m.-3 p.m.

May 13, 2026, 10 a.m.-3 p.m.

June 12, 2026, 10 a.m.-3 p.m. (Horry County Memorial Library at 801 Main St., Conway, SC 29526)

June 16, 2026, 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.

April 22, 2026, 10 a.m.-4 p.m.

May 19, 2026, 10 a.m.-4 p.m.

June 25, 2026, 10 a.m.-4 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](https://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:

April 10, 2026, 10-11:30 a.m.

April 24, 2026, 2-3:30 p.m.

May 8, 2026, 10-11:30 a.m.

May 15, 2026, 2-3:30 p.m.

June 12, 2026, 10-11:30 a.m.

June 26, 2026, 2-3:30 p.m.

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

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

/s/

Eunice Medina