

May 6, 2026
MB #26-013

MEDICAID BULLETIN

TO: All Providers

SUBJECT: Reminder to Protect Medicaid Enrollment Information

The South Carolina Department of Health and Human Services (SCDHHS) is reminding all enrolled Medicaid providers of the importance of safeguarding provider identifiers, login credentials and all information associated with Medicaid enrollment.

Unauthorized access to provider information can result in fraudulent billing, inappropriate account changes and potential program integrity concerns.

Provider Responsibilities

Providers are responsible for safeguarding enrollment-related information and ensuring access is limited to authorized personnel to prevent fraud, improper billing or unauthorized changes. Additionally, providers must keep enrollment information current and periodically verify this information to be accurate. Providers should routinely review claims, remittance advice and correspondence to identify potential irregularities, and respond promptly to correspondence from SCDHHS, including verification of services and provider revalidation forms. These important actions are essential to maintaining compliance and program integrity.

Reporting and Contact Information

Providers must promptly report any suspected compromise of information or unusual activity to SCDHHS' Provider Service Center. Notification can occur by calling (888) 289-0709, option four, from 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday; or by contacting a provider representative [via the agency's website](#). If you suspect any fraud related to the South Carolina Healthy Connections Medicaid program you can report it by calling the fraud hotline at (888) 364-3224 from 8:30 a.m. to 5 p.m. Monday through Friday or completing an online form at <https://www.scdhhs.gov/fraud-waste-and-abuse>.

/s/
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