

# Carve-in Update for Community Long-term Care (CLTC) Case Managers

---

March 17, 2026

# CLTC Case Manager Update

## Phoenix Updates

- Member's managed care organizations (MCO) information is now available in Phoenix on the participant dashboard.
  - General information: Recipient Special Program (RSPs), provider number
    - HM1000 – Select Health
    - HM2200 – ATC
    - HM3200 – Healthy Blue
    - HM3600 – Molina
    - HM4200 - Humana

# CLTC Case Manager Update

## Phoenix Updates

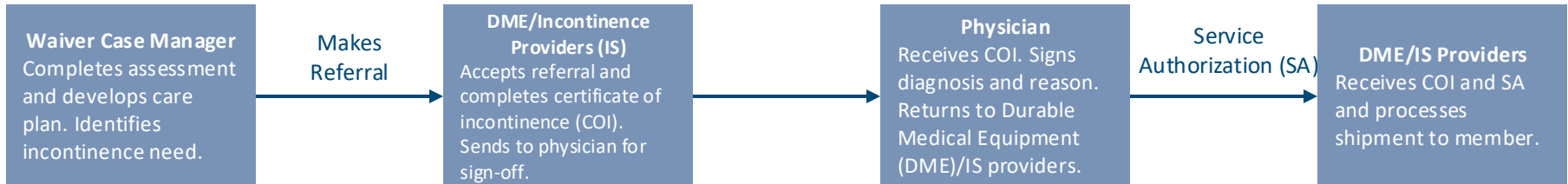
- The MCO referral form is now available in Phoenix Help under miscellaneous forms.
  - MCO Incontinence Supply Referral form.

# CLTC Case Manager Update

- New referrals
  - No new referrals for incontinence supplies should be initiated through Phoenix.
  - Provide information as needed to the member's MCO on the MCO Incontinence Supply Referral form via secure email so the MCO can coordinate choice of provider and provision of supplies.

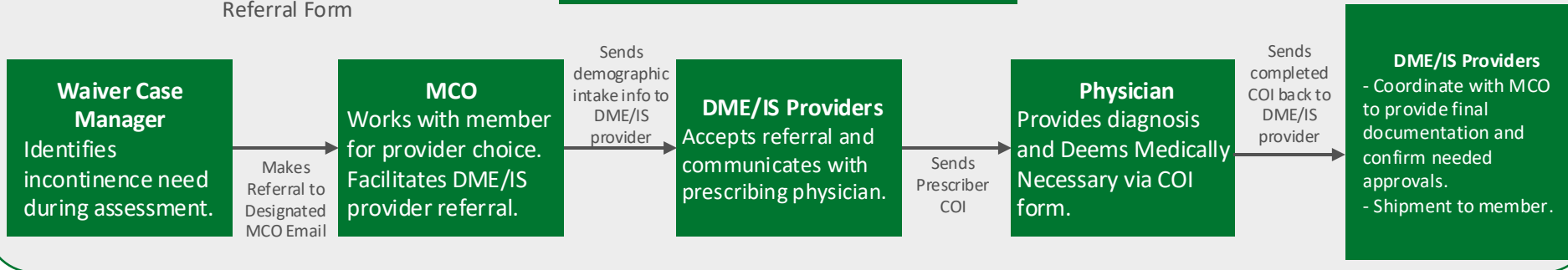
# Home and Community-based Services (HCBS) Waiver: Incontinence Referral Process

## Current Process



## Future Process (Proposed)

Referral Form



# CLTC Case Manager Update

- Pending referrals
  - Data has been provided to MCOs on pending referrals
  - IS providers will coordinate with MCOs if COI has now been received.

# CLTC Case Manager Update

- Changes to existing authorizations or provider status
  - Coordinate with MCO to provide information if member needs a change in supplies and the MCO has not been made aware of the change.
  - If you become aware that a provider will no longer be providing incontinence supply services, communicate this to the MCO case management point of contact.

# CLTC Case Manager Update

- Questions from members related to incontinence supplies:
  - Indicate that incontinence supplies are a service provided to members when medically necessary.
  - They are now coordinated through the member's MCO for members enrolled in managed care.
  - There has been no change in coverage of this service, only a change in who is coordinating the service.

# MCO

## Single Point of Contact for Case Management

MCO	Name	Email	Phone
Absolute Total Care	Felicia James	<a href="mailto:Felicia.N.James@centene.com">Felicia.N.James@centene.com</a> <a href="mailto:ATC_waiverteam@centene.com">ATC_waiverteam@centene.com</a>	803-339-3583
Healthy Blue	Jill McDonald	<a href="mailto:Jill.McDonald@healthybluesc.com">Jill.McDonald@healthybluesc.com</a> <a href="mailto:Supplies@healthybluesc.com">Supplies@healthybluesc.com</a>	803-264-3986 ext. 43407
Select Health	Shanice Heyward Jonathan Ward Dana Heatherly	<a href="mailto:sgraham2@selecthealthofsc.com">sgraham2@selecthealthofsc.com</a> <a href="mailto:jward@selecthealthofsc.com">jward@selecthealthofsc.com</a> <a href="mailto:dheatherly1@selecthealthofsc.com">dheatherly1@selecthealthofsc.com</a>	843-529-5247 843-529-5250 843-414-3187
Molina	Tena Kelly	<a href="mailto:Tena.Kelly@molinahealthcare.com">Tena.Kelly@molinahealthcare.com</a> <a href="mailto:SCCaseManagementSupervisors@MolinaHealthCare.Com">SCCaseManagementSupervisors@MolinaHealthCare.Com</a>	843-874-0316
Humana	Latosha Jones Tiffinni Landrum	<a href="mailto:Ljones106@centerwell.com">Ljones106@centerwell.com</a> <a href="mailto:Tlandrum2@humana.com">Tlandrum2@humana.com</a> <a href="mailto:Isreferral@humana.com">Isreferral@humana.com</a>	407-533-6892 864-594-1216

# Phoenix Updates

## Previously Shared Information

- Phoenix will be updated to include new interventions that will not trigger a service need when the participant is incontinent.
  - MCOs will provide incontinence supplies.
  - Case managers will coordinate with the MCO.
- The new interventions will be included in the Skin/Nutrition and the Activities of Daily Living (ADL) sections of Phoenix.

# New Interventions

<input type="checkbox"/> Casemanager	will authorize a personal emergency response system (PERS) device.
<input checked="" type="checkbox"/> Participant	to use safety precautions when bathing.
<input checked="" type="checkbox"/> Participant	to use safety precautions when dressing.
<input type="checkbox"/> ADHC <input type="checkbox"/> Attendant <input type="checkbox"/> CPCA <input type="checkbox"/> Caregiver <input type="checkbox"/> PCA <input type="checkbox"/> PD Nurse	will empty participant's urinal after each use.
<input type="checkbox"/> ADHC <input type="checkbox"/> Attendant <input type="checkbox"/> CPCA <input type="checkbox"/> Caregiver <input type="checkbox"/> HH Nurse <input type="checkbox"/> PCA <input type="checkbox"/> PD Nurse	Will keep an eye on the participant to keep them from wandering.
<input type="checkbox"/> (include)	Hospice will provide incontinence supplies.
<input checked="" type="checkbox"/> Participant	To use safety precautions when urinating or having a bowel movement.
<input type="checkbox"/> Participant	will call for assistance with wheelchair mobility.
<input type="checkbox"/> (include)	MCO will provide incontinence supplies.

# New Interventions *(cont.)*

<input type="checkbox"/> Casemanager	Will authorize a personal emergency response system (PERS) device.
<input type="checkbox"/> Participant	to use safety precautions when bathing.
<input type="checkbox"/> Participant	to use safety precautions when dressing.
<input type="checkbox"/> ADHC <input type="checkbox"/> Attendant <input type="checkbox"/> CPCA <input type="checkbox"/> Caregiver <input type="checkbox"/> PCA <input type="checkbox"/> PD Nurse	will empty participant's urinal after each use.
<input type="checkbox"/> (include)	Hospice will provide incontinence supplies.
<input type="checkbox"/> Participant	To use safety precautions when urinating or having a bowel movement.
<input type="checkbox"/> (include)	Case Manager will coordinate with the Managed Care Organization.

Add Custom Needs/Goals/Interventions

Need:

Custom Needs/Goals/Interventions

NEED	GOAL	INTERVENTION	ACTORS
------	------	--------------	--------

# Phoenix Updates

- Interventions should be used when the participant is enrolled in a managed care plan **and**:
  - The annual assessment, level of care (LOC) and service plan are being completed, or
  - There is an update to the service plan prior to the annual assessment.

# Phoenix Updates

- Phoenix currently has several interventions related to bowel and bladder that DO NOT trigger a need that is added to the service plan. The following interventions should be used as appropriate:
  - To help the participant with caring for problems such as controlling urinating or having bowel movements.
  - Will help participant urinate or have bowel movements at scheduled times.
  - To use safety precautions when urinating or having a bowel movement.

# Questions

- If my participant is incontinent and there is an open authorization for supplies, what do I need to do during the annual assessment?
  - Indicate the frequency of incontinence on the assessment.
  - Coordinate with the MCO to determine if coordination has been completed between the MCO, provider and participant.
  - Enter the two **new interventions** on the service plan.
  - The South Carolina Department of Health and Human Services (SCDHHS) will notify case managers when they are to terminate existing authorizations.

# Questions *(cont.)*

- My participant is in managed care. On the new service plan, I accidentally selected the existing intervention case manager to authorize supplies. How do I get it removed?
  - You can UNCHECK the intervention prior to the state worker's review.
  - The state reviewer needs to verify that the participant **IS NOT** in an MCO prior to approving requests.

# Questions

- It is **not time for a new assessment**, LOC and/or service plan but my participant needs a change in supplies (e.g., different size). Do I need to do anything on the service plan?
  - Coordinate with the participant’s MCO. The MCO will need to issue a new authorization (if required by MCO) to the provider reflecting the change in supplies
  - After coordination with the MCO you can:
    - Uncheck the “CM to authorize” intervention.
    - Add the two new interventions.
      - **The MCO will provide incontinence supplies.**
      - **Case managers will coordinate with the MCO.**

# CLTC Case Manager Update

## Previously Shared Information

- Effective Jan. 1, 2026, SCDHHS added some Healthy Connections Medicaid members to the managed care service delivery model for medical services. All waiver services remain in the fee-for-service (FFS) delivery model. Medical services for members enrolled in managed care are the responsibility of the managed care plan.
- Providers can find additional guidance about any changes to claims submission, payment and authorization at [www.scdhhs.gov/carvein](http://www.scdhhs.gov/carvein).

# CLTC Case Manager Update *(cont.)*

- The Healthy Connections Medicaid members who were added to the managed care service delivery model included Medicaid members who are 18 years of age or older and:
  - Medicaid members who are dually enrolled in Medicare and Medicaid;
  - Medicaid members enrolled in the HIV/AIDS waiver;
  - Medicaid members enrolled in the Mechanical Ventilator Dependent (Vent) waiver;
  - Medicaid members enrolled in the Community Choices (CC) waiver; and
  - Medicaid members who reside in a nursing facility.
    - Healthy Connections Medicaid members who reside in a nursing facility will now be enrolled in an MCO for coverage of medical services.

# CLTC Case Manager Update *(cont.)*

- Case managers should continue to check eligibility and status of enrollment in managed care through Phoenix.
  - The recipient special program code of MCHM will currently show if the participant is enrolled in managed care.
  - An update is pending that will show which MCO they're enrolled in.
- Service providers can check eligibility and status of enrollment in managed care through the South Carolina Medicaid Web-based Claims Submission Tool (Web Tool)
  - Case management agencies may maintain this access at the agency level for specified staff to check eligibility. They can check eligibility and status of enrollment in managed care through:
    - [Web Tool Quick Reference Guide](#)
    - [Eligibility \(Visual Book\)](#)
      - Verification Results screen
- To set up a new account, call Blue Cross Blue Shield at (888) 289-0709 during regular business hours.
- Members enrolled in managed care will receive a new Healthy Connections Medicaid member card from their MCO.

# MCO Sample Member ID Cards

<p><b>Humana</b> Healthy Horizons. in South Carolina</p> <p>A Medicaid product of Humana Benefit Plan of South Carolina, Inc.</p> <p><b>MEMBER NAME</b> <b>Member ID: HXXXXXXXXX</b></p> <p>Medicaid ID#: XXXXXXXX      Group #: XXXXX Date of Birth: XX/XX/XX      RxBIN: 610649 Effective Date: XX/XX/XX      RxPCN: 03191504</p> <p>PCP Name: XXXXXXXXX PCP Phone: (XXX) XXX-XXXX</p>	<p><b>Healthy Connections</b></p> <p><b>Member/Provider Services: 866-432-0001 (TTY: 711)</b> Member 24-Hour Nurse Advice Line: 877-837-6952 Pharmacist Rx Inquiries: 800-865-8715</p> <p>Please visit us at: <a href="http://Humana.com/HealthySouthCarolina">Humana.com/HealthySouthCarolina</a> For online provider services, go to <a href="http://Availity.com">Availity.com</a></p> <p>Please mail all claims to: <b>Humana Medical</b> <b>P.O. Box 14601</b> <b>Lexington, KY 40512-4601</b></p>
--	---

<p><b>Healthy Blue™</b> BlueChoice® HealthPlan of SC</p> <p><b>Healthy Connections</b></p> <p>MEMBER SUBSCRIBER NAME MEMBER ID ZCD123456789</p> <p>PRIMARY CARE PROVIDER(PCP) PROVIDER NAME XXX-XXX-XXXX</p> <p>RxBIN                      025771 RxPCN                      FMCAID RxGROUP                      RX42AS</p>	<p><b>Member:</b> Show this card and your Healthy Connections card when you get covered services. See your Member Handbook to learn more about covered benefits.</p> <p><b>In an emergency, call 911 or go to the nearest emergency room. You don't need an OK ahead of time. We will pay for these services. Ask the hospital to call your PCP right away.</b></p> <p><b>Providers:</b> This card is for ID purposes and does not constitute proof of eligibility. This member has limited benefits outside of South Carolina. Providers should request eligibility information.</p> <p><b>Out-of-state claims:</b> Providers, file claims with the local BlueCross and/or BlueShield Plan where member received services.</p> <p><b>www.HealthyBlueSC.com</b></p> <p><b>Members</b></p> <p>Customer Service: 866-781-5094 TTY Line: 866-773-9634 24-Hour Nurse line: 800-830-1525 Pharmacy Customer Service: 866-781-5094</p> <p><b>Providers</b></p> <p>Help for Pharmacists: 833-253-4711 Provider Service Call Center: 866-757-8286</p> <p>Healthy Blue P.O. Box 100317 Columbia, SC 29202-3317 Healthy Blue is offered by BlueChoice HealthPlan, an independent licensee of the Blue Cross Blue Shield Association.</p> <p>B99</p>
---	--

# MCO Sample Member ID Cards (cont.)



# MCO Sample Member ID Cards *(cont.)*

## Absolute Total Care Member ID card:

### Front

1. ATC and Healthy Connections logo
2. Member Name
3. Member ID
4. PCP Name
5. PCP Phone Number
6. Pharmacy Information

### Back

7. Emergency Phone Number
8. Important Phone Numbers
9. ATC Billing Address
10. ATC Website



# MCO Sample Member ID Cards (cont.)

**FirstChoice**  
by Select Health of South Carolina  
*Your Hometown Health Plan*

Healthy Connections 

Member's preferred language: XXXXX-XX

Primary care provider (PCP):  
XXXXXXXXXXXXXXXXXXXXXXXXX RXBIN 019595

PCP phone: XXX-XXX-XXXX RXPCN PRX00218

First Choice by Select Health of South Carolina  
P.O. Box 40849, Charleston, SC 29423

**Members:** Carry your ID card and your Healthy Connections card. Always make sure your doctor is a First Choice provider.

**Emergencies:** Call 911 or go to an emergency room near you.

**Nonemergencies:** Call your PCP, Member Services, or the 24/7 Nurse Call line.

**Providers:** This card does not guarantee coverage or payment. To verify eligibility, call Member Services or check the NaviNet or Healthy Connections provider portals. Except for emergency care, some medical services require prior authorization. For prior authorization requirements, visit the Select Health website.

**Hospitals:** Secure prior authorization within one business day following emergency admissions.

**Claims:** Can be submitted electronically or by mail:  
Select Health of South Carolina  
Claims Processing  
P.O. Box 7120, London, KY 40742.

Member Services: **1-888-276-2020**  
24/7 Nurse Call line: **1-800-304-5436**

Authorizations: **1-888-559-1010**  
Pharmacy Services: **1-866-610-2773**  
Provider Contact Center: **1-800-575-0418**

Select Health website:  
**www.selecthealthofsc.com**

NaviNet:  
**navinet.navimedix.com**

Healthy Connections:  
**portal.scmcaid.com**

# CLTC Case Manager Update *(cont.)*

- Waiver services will continue to be authorized through the FFS delivery model. However, for dates of service on and after Jan. 1, 2026, claims for medical services for members who are enrolled in the HIV/AIDS, Vent or CC waiver programs should be submitted to the MCO in which the member is now enrolled.
- Claims for incontinence supplies need to be billed directly to the member's MCO.
- Claims for nutritional supplements (X1939), hand-held shower (T2028) and specialized medical equipment and supplies (X1917 and X1918) need to be billed to Fee-for-Service (FFS) Medicaid (no change to current billing process).

# CLTC Case Manager Update *(cont.)*

- Medical services include the following:
  - Inpatient and outpatient hospital services,
  - Clinic services,
    - Including rural health clinic and federally qualified health clinics services.
  - Early and Periodic Screening, Diagnosis and Treatment services,
    - For members under the age of 21.
  - Physician services,
    - Including medical care provided by other practitioners such as nurse practitioners, physician assistants and others.
  - Podiatry services,
  - Chiropractic services,
  - Home health care services,
    - Including incontinence supplies.
  - Rehabilitative therapy services,
    - Physical, occupational, speech/language therapies.
  - Pharmacy services,
  - Durable medical equipment, and
    - Including incontinence supplies.
  - Behavioral health services.

# Waiver and Medical Services Chart

- A chart is available at <https://www.scdhhs.gov/carvein> that outlines CC, HIV/AIDS and Vent waiver services and medical services.



Effective Jan. 1, 2026, the South Carolina Department of Health and Human Services (SCDHHS) added some Healthy Connections Medicaid members to the managed care service delivery model. This included Medicaid members who are 18 years of age or older and enrolled in the following home and community-based services (HCBS) waivers:

- The HIV/AIDS waiver;
- The Mechanical Ventilator Dependent (Vent) waiver; and
- The Community Choices (CC) waiver.

Waiver services will continue to be authorized through the fee-for-service (FFS) delivery model. However, for dates of service on and after Jan. 1, 2026, claims for medical services, also referred to as “State Plan services” for members who are enrolled in these three waiver programs should be submitted to the managed care organization (MCO) in which the member is now enrolled. The following chart outlines medical services, which are authorized through an MCO effective Jan. 1, 2026, and waiver services, which continue to be authorized through the FFS model.

## State Plan/Medical Services Covered by the MCO delivery model

- ✓ Behavioral Health Services
- ✓ Chiropractic Services
- ✓ Clinic Services (including Rural Health Clinics, Federally Qualified Health Clinics and Community Mental Health clinics)
- ✓ Durable Medical Equipment (including incontinence supplies)
- ✓ Early and Periodic Screening, Diagnosis and Treatment Services (for members under age 21)
- ✓ Home Health Care Services (including incontinence supplies)
- ✓ Inpatient and Outpatient Hospital Services
- ✓ Pharmacy Services
- ✓ Physician Services (including medical services provided by other practitioners such as nurse practitioners, physician assistants and others)
- ✓ Podiatry Services
- ✓ Rehabilitative Therapy (occupational, physical and speech therapy)



# Waiver and Medical Services Chart *(cont.)*

Waiver Services Covered by the FFS delivery model	Community Choices	HIV/AIDS	Mechanical Ventilator
Adult Attendant Care Services	✓	✓	✓
Adult Day Health Care Services	✓		
Adult Companion Services	✓	✓	
Adult Day Health Care Nursing	✓		
Environmental Modifications	✓	✓	✓
Home-delivered Meals	✓	✓	✓
Nursing Services		✓	✓
Personal Care Services	✓	✓	✓
Personal Emergency Response System	✓		✓
Pest Control Treatment	✓	✓	✓
Residential Personal Care II	✓		
Respite Care	✓		✓
Specialized Medical Equipment and Supplies <i>(nutritional supplements and handheld showers)</i>	✓	✓	✓
Telemonitoring	✓		
Waiver Case Management	✓	✓	✓

# CLTC Case Manager Update Existing Authorizations

Monitor status updates for Healthy Connections Medicaid members newly enrolled in managed care (Phoenix).

- Identify MCO using Web Tool until Phoenix is updated with new plan-specific indicator.

Coordinate incontinence supply transition with member and incontinence supplies provider.

- Maintain authorization until IS provider has fully transitioned authorization to MCO with no breaks in service.
- Once transitioned, incontinence supplies service is managed by MCO outside of Phoenix.

Maintain documentation per current policy and procedures

- ADLs and Skin/Nutrition section of assessment.

Update service plan per policy and procedure

- Once existing authorization is fully transitioned, Waiver Supports on service plan will no longer include open authorizations for incontinence supplies.
- Waiver supports on service plan may include nutritional supplements (waiver service) if authorized for member.



# CLTC Case Manager Update

## Existing Authorizations In Process or With Changes

If an incontinence supply provider has started services, maintain authorization until incontinence supply provider has fully transitioned authorization to MCO.

If authorization is pending because incontinence supply provider is waiting for return of prescriber's form (DHHS Form 168IS), ensure incontinence supply provider has coordinated transition of authorization with MCO.

Changes to existing authorizations should be redirected to the MCO through the MCO prior authorization and provider help lines for providers, or through case management point of contact for case managers.

- Goal is to prevent delay or break in service



# CLTC Case Manager Update

## New Referrals for IS

If no provider has been selected, assist with coordinating member with point of contact at MCO.

- If new referral is received and no actions have been taken to initiate incontinence supply application, do not complete IS application. Select new interventions in Phoenix.

Ensure MCO is aware of member's need for service.

- Use the MCO case management single point of contact.

MCO will authorize and monitor incontinence supplies for member.



# CLTC Case Manager Update *(cont.)*

- The MCOs are responsible for a 180-day continuity of care period for newly enrolled MCO members. It is important that providers continue to deliver authorized services. During this continuity of care period, MCOs are required to:
  - Honor all previous prior authorizations without requiring additional authorization from providers; and
  - Pay previously authorized services at 100% of the applicable Medicaid FFS rate, unless a contractually negotiated rate exists, regardless of whether the provider is in-network with the MCO.
- Once the continuity of care period is over, providers must be enrolled with the MCO in which the Healthy Connections Medicaid member is enrolled.

# CLTC Case Manager Update *(cont.)*

- Points of contact and information on prior authorization and enrollment/credentialing for each South Carolina MCO is available on SCDHHS' website and below.
- MCO prior authorization and provider help lines:
  - Absolute Total Care: (866) 433-6041
  - First Choice by Select Health: (888) 559-1010
  - Healthy Blue by Blue Choice of SC: (866) 757-8286
  - Humana Healthy Horizons of SC: (866) 432-0001
  - Molina Healthcare of SC: (855) 237-6178

# MCO Enrollment and Billing Processes

## Single Point of Contact for Contracting, Credentialing, Claim Submission

MCO	Name	Email	Phone Number
Absolute Total Care	Margaretta Jones	<a href="mailto:Margaretta.jones@centene.com">Margaretta.jones@centene.com</a>	(803) 465-5106
Healthy Blue	Tammy Betts	<a href="mailto:Tammy.Betts@bcbssc.com">Tammy.Betts@bcbssc.com</a>	(803) 264-9667
Select Health	Nacy Carey Jill Dunnigan	<a href="mailto:NCarey@selecthealthofsc.com">NCarey@selecthealthofsc.com</a> <a href="mailto:JDunnigan@selecthealthofsc.com">JDunnigan@selecthealthofsc.com</a>	(843) 300-5857 (843) 607-5649
Molina	Tyler Stalvey	<a href="mailto:Tyler.Stalvey@molinehealthcare.com">Tyler.Stalvey@molinehealthcare.com</a> <a href="mailto:SCGovtContracts@molinehealthcare.com">SCGovtContracts@molinehealthcare.com</a>	(803) 667-8695
Humana	Kryshinda Miles	<a href="mailto:KMiles21@humana.com">KMiles21@humana.com</a>	(803) 346-6009

