

# Medicaid Webinar: Incontinence Supplies and DME

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# Meeting Objectives

- Members Added to Managed Care
  - Update on Webtool
- Update on Claims
  - Nutritional Supplements
- Continuity of Care Period
  - Existing Authorizations
  - New Authorizations

# Members Added to Managed Care

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:

- 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 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 a Medicaid managed care organization (MCO) for coverage of medical services.
- Providers can find additional guidance about any changes to claims submission, payment and authorization at [www.scdhhs.gov/carvein](http://www.scdhhs.gov/carvein)

# Members Added to Managed Care

- Service providers can check eligibility and status of enrollment in managed care through the South Carolina Medicaid Web-Based Claims Submission Tool (Web Tool)
  - Update to Web Tool was made on 1/24/26
- [Web Tool Quick Reference Guide](#)
  - [Eligibility \(Visual Book\)](#)
    - Verification Results screen
- To set up a new account, call Blue Cross Blue Shield:
  - 1-888-289-0709
- Members enrolled in managed care will receive a new Healthy Connections Medicaid member card from their MCO

# MCO Sample Member ID Cards



Healthy Horizons<sup>SM</sup>  
in South Carolina



A Medicaid product of Humana Benefit Plan of South Carolina, Inc.

**MEMBER NAME**  
**Member ID: HXXXXXXXXX**

Medicaid ID#: XXXXXXXX      Group #: XXXXX  
Date of Birth: XX/XX/XX      RxBIN: 610649  
Effective Date: XX/XX/XX      RxPCN: 03191504

PCP Name: XXXXXXXXX  
PCP Phone: (XXX) XXX-XXXX

**Member/Provider Services:**      **866-432-0001 (TTY: 711)**

Member 24-Hour Nurse Advice Line:      877-837-6952

Pharmacist Rx Inquiries:      800-865-8715


Please visit us at: **Humana.com/HealthySouthCarolina**

For online provider services, go to **Availity.com**

Please mail all claims to:

**Humana Medical**  
**P.O. Box 14601**  
**Lexington, KY 40512-4601**

Here's what a Healthy Blue ID card looks like:



Healthy Blue<sup>SM</sup>  
BlueChoice<sup>SM</sup> HealthPlan of SC



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**MEMBER**  
**SUBSCRIBER NAME**  
**MEMBER ID**  
**ZCD123456789**

**PRIMARY CARE PROVIDER(PCP)**  
**PROVIDER NAME**  
**XXX-XXX-XXXX**

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**RxBIN**      **025771**  
**RxPCN**      **FMCAID**  
**RxGROUP**      **RX42AS**

**Member:** Show this card and your Healthy Connections card when you get covered services. See your Member Handbook to learn more about covered benefits.

**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.**

**Providers:** 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.

**Out-of-state claims:** Providers, file claims with the local BlueCross and/or BlueShield Plan where member received services.

**www.HealthyBlueSC.com**

**Members**

**Customer Service:**      866-781-5094  
**TTY Line:**      866-773-9634  
**24-Hour Nurse line:**      800-830-1525  
**Pharmacy Customer Service:**      866-781-5094

**Providers**  
**Help for Pharmacists:**      833-253-4711  
**Provider Service Call Center:**      866-757-8286

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.

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# MCO Sample Member ID Cards

## Your membership

### ID cards

There is one ID for each member.

Your name

Your doctor/clinic

Your doctor's address



Your member ID number

Your doctor's phone number

Nurse Advice Line  
contact information

# MCO Sample Member ID Cards

## Absolute Total Care Member ID Card:

### Front

1. Absolute Total Care and Healthy Connections Logo
2. Member Name
3. Member ID
4. PCP Name
5. PCP Phone Number
5. Pharmacy Information



### Back

7. Emergency Phone Number
3. Important Phone Numbers
9. Absolute Total Care Billing Address
10. Absolute Total Care Website

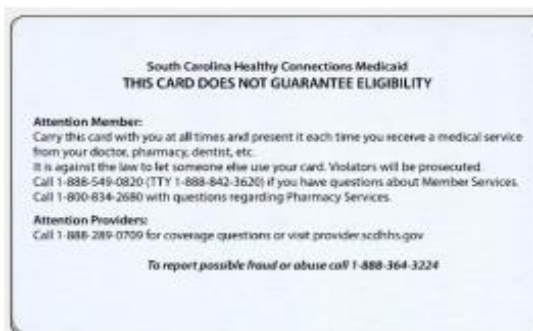


## State Medicaid ID Card:

### Front



### Back




# MCO Sample Member ID Cards

## First Choice ID card

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

JOHN Q. SAMPLE  
Healthy Connections ID: XXXXXX  
DOB: XX/XX/XXXX

Healthy Connections 

Member's preferred language: XXXXX-XX

Primary care provider (PCP):  
XXXXXXXXXXXXXXXXXXXXXXX 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](http://www.selecthealthofsc.com)**

NaviNet:  
**[navinet.navimedix.com](http://navinet.navimedix.com)**

Healthy Connections:  
**[portal.scmcaid.com](http://portal.scmcaid.com)**



# Update on Claims

- Claims submitted through Phoenix for waiver services (nutritional supplements, hand-held shower, specialized equipment/supplies)
  - Re-exports from Phoenix
- Claims for incontinence supplies will be reimbursed by the MCOs for dates of service on/after Jan. 1, 2026

# Continuity of Care Period

- 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.
- MCOs will be receiving an updated file of current authorizations today.

# MCO Enrollment and Billing Processes

## Single Point of Contact

MCO	Name	Email	Phone
Absolute Total Care	Jennifer Helms	<a href="mailto:jennifer.b.helms@centene.com">jennifer.b.helms@centene.com</a>	803-206-2800
	Donald Pifer	<a href="mailto:dpifer@centene.com">dpifer@centene.com</a>	803-201-3355
Healthy Blue	Tammy Betts	<a href="mailto:Tammy.Betts@bcbssc.com">Tammy.Betts@bcbssc.com</a>	803-264-9667
Select Health	Nancy Carey	<a href="mailto:ncarey@selecthealthofsc.com">ncarey@selecthealthofsc.com</a>	843-300-5857
	Jill Dunnigan	<a href="mailto:jdunnigan@selecthealthofsc.com">jdunnigan@selecthealthofsc.com</a>	843-607-5649
Molina	Tyler Stalvey	<a href="mailto:tyler.stalvey@molinahealthcare.com">tyler.stalvey@molinahealthcare.com</a> <a href="mailto:scgovtcontracts@molinahealthcare.com">scgovtcontracts@molinahealthcare.com</a>	843-501-9218
Humana	Kryshinda Miles	<a href="mailto:KMiles21@humana.com">KMiles21@humana.com</a>	803-346-6909

# MCO Points of Contact

Points of contact and information on prior authorization and enrollment/credentialing for each South Carolina MCO is available on [South Carolina MCO is available on SCDHHS' website](#) and below.

## MCO Prior Authorization and Provider Help Line

- Absolute Total Care (866) 433-6041
- Healthy Blue by Blue Choice of SC (866) 757-8286
- Molina Healthcare of South Carolina (855) 237-6178
- First Choice by Select Health (888) 559-1010
- Humana Healthy Horizons of SC (866) 432-0001

