

Redetermination Guidance



Healthy Connections Prime Coordinated and Integrated Care Organizations (CICOs) are encouraged to outreach to members who are required to submit redetermination documents for Healthy Connections Medicaid.

1. What assistance are CICOs allowed to do prior to a member's disenrollment?

Coordinated and Integrated Care Organizations (CICO) can:

1. Outreach to members on the monthly MLE file prior to the stated redetermination review date to encourage them to complete their redetermination documents and return the documents promptly to SCDHHS. **Members' redetermination review dates are populated in the MLE file 60 days in advance of their review date.** (Dates are located in Field 34)
2. Use the Redetermination Communication Guidelines to send Healthy Connections Redetermination Mailers to members who are approaching review dates.
3. Offer assistance to help complete redetermination forms.
4. Encourage members to contact the SCDHHS Member Services Call Center at 1-888-549-0820 for further assistance.
5. Refer members to the State Health Insurance Program (SHIP) counselors for assistance. Contact information can be found at <http://aging.sc.gov/contact/Pages/SHIPContactInformation.aspx>

Note: CICOs may NOT discuss enrollment with the member.

2. What assistance are CICOs allowed to do after to a member's disenrollment?

Coordinated and Integrated Care Organizations (CICO) can:

1. Outreach to members from the monthly MLE file after their termination date for the **sole** purpose of encouraging members to complete their Medicaid enrollment package and submit it to SCDHHS for processing if they have not already done so.
2. Outreach to members from the monthly MLE file up to 75 days after the disenrollment date from Healthy Connections Medicaid to encourage members to regain their Healthy Connections Medicaid eligibility.
3. Offer assistance to help complete redetermination forms.
4. Encourage members to contact the SCDHHS Member Services Call Center at 1-888-549-0820 for further assistance.
5. Refer members to SC Thrive for assistance at 1-800-726-8774. SC Thrive can help beneficiaries who have lost Medicaid eligibility submit the appropriate paperwork.
6. Refer members to the State Health Insurance Program (SHIP) counselors for assistance. Contact information can be found at <http://aging.sc.gov/contact/Pages/SHIPContactInformation.aspx>

Note: CICOs may NOT discuss enrollment, transfers or use this opportunity to market to the beneficiary, but may provide assistance in completing the form.

The February 10, 2015 HPMS Memo for Outreach to Demonstration Eligible Individuals still applies.