

# Annual Eligibility Review Update

## South Carolina Healthy Connections Medicaid

MEMBER FACT SHEET

### Medicaid Annual Reviews Restarted April 1, 2023

South Carolina Healthy Connections Medicaid paused its standard annual review process in March 2020. This was done due to the COVID-19 public health emergency (PHE).

The federal government directed state Medicaid agencies to restart the standard annual eligibility review process. South Carolina's restarted April 1, 2023.

This does not mean all cases were up for review April 1. We will review groups of cases each month over the 12-month PHE unwinding period. This means some members will not receive their review form until March 2024. We will let you know when it is time for your review. This gives you time to get any needed documents.



### Annual Review Process

We will first try to renew your Medicaid with info already available, such as electronic data about your current pay or other eligibility requirements. If we can confirm eligibility, you will simply receive a "continuation of benefits" notice. This means your Medicaid will extend another year. If we cannot verify your eligibility, we will send you a form to complete and return.

If we need to send you a review form, we will notify you via mail and text message (if a cell phone number is on file) so you can prepare. Once you receive your form, you will need to complete and return it. The date it is due will be included in the mail we send you. When we receive your form, your coverage will continue while your case is reviewed. When we finish, you will receive a decision notice.

If you do not have some of the info, fill out as much as you can. Make sure to sign and return the completed form. We will let you know if we need anything.

If the due date has passed, return the form anyway. You may still be covered. If you do not return the form, you may lose your Medicaid coverage.

### What You Can Do Now

Have you moved or changed your phone number in the last few of years? If so, please make sure we have your current contact info. You can update your contact info a few ways.

- Online at [apply.scdhhs.gov](https://apply.scdhhs.gov). Select the "Check Status/Update Information." Then click on "Update your information."
- Call us at 888-549-0820. The call center is open 8 a.m. to 6 p.m. Monday through Friday.
- Visit your [local eligibility office](#). It is open 8:30 a.m. to 5 p.m. Monday through Friday.

If you receive an annual review form, complete it fully and clearly. Return the form by the date listed. Use one of the options below.

- Complete the annual review form online. Visit [apply.scdhhs.gov](https://apply.scdhhs.gov). Click on "Submit Annual Review."
- Upload your completed paper form online. Go to [apply.scdhhs.gov](https://apply.scdhhs.gov). Click on "Check Status/Update Information." Then select "Submit your paperwork online."
- Fax it to (888) 820-1204.
- Email the form to [8888201204@fax.scdhhs.gov](mailto:8888201204@fax.scdhhs.gov).
- Mail it to SCDHHS Central Mail, PO Box 100101, Columbia, SC 29202.
- Drop it off at your local eligibility office. Visit [scdhhs.gov](https://scdhhs.gov) for a list of [locations](#).

Visit [www.scdhhs.gov/annualreviews](https://www.scdhhs.gov/annualreviews) for the latest info.