

Aug. 26, 2024
MB# 24-046

MEDICAID BULLETIN

TO: All Providers

**SUBJECT: Healthy Connections Medicaid Provider Training Opportunities
September-November 2024**

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free Healthy Connections Medicaid training to enrolled Healthy Connections Medicaid providers and their billing agents. These recurring trainings are conducted by SCDHHS' contracted vendors. Information about the upcoming September-November 2024 training is listed below.

Medicaid Learning Provider Workshops

SCDHHS' contracted vendor provides **in-person** training presentations and other materials on a variety of topics to ensure enrolled providers have an understanding of processes and programs. Please note, these trainings were previously held virtually but will transition back to being held in-person at BlueCross BlueShield South Carolina-Government Programs Complex located at 17 Technology Circle, Columbia, SC 29203, unless otherwise noted.

To register for a workshop or find additional training resources, please visit www.medicaidlearning.com or call the Provider Service Center (PSC) at (888) 289-0709. The PSC's hours of operation are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday.

Below is a schedule of the provider workshops.

Medicaid Basics

This workshop will provide a basic overview of the South Carolina Healthy Connections Medicaid program. The training will address general policies and topics such as eligibility,



claim filing options, the remittance package, third party liability (TPL) and claim-level adjustments.

Sept. 10, 2024, 10 a.m.-4 p.m.

Oct. 8, 2024, 10 a.m.-4 p.m.

Nov. 6, 2024, 10 a.m.-4 p.m.

Comprehensive Web Tool

This workshop will explore all the available features on the South Carolina Healthy Connections Medicaid web-based claims submission tool. The training will navigate claim entry and submission as well as how to check eligibility, claim status and e-remits through the online tool.

Sept. 18, 2024, 10 a.m.-3 p.m. **(This is a virtual-only training session.)**

Oct. 16, 2024, 10 a.m.-3 p.m.

Nov. 12, 2024, 10 a.m.-3 p.m.

Overview of Claim-level Adjustments and TPL

This workshop will examine TPL reporting responsibilities, refund processes, claim adjudication, edit resolutions and information on other resources. Providers will also learn a detailed level of the process that gives professional providers the ability to submit claim-level adjustments directly to South Carolina Healthy Connections Medicaid.

Sept. 24, 2024, 10 a.m.-4 p.m.

Oct. 24, 2024, 10 a.m.-4 p.m.

Nov. 21, 2024, 10 a.m.-4 p.m.

Maximus Managed Care Enrollment Trainings

The training will inform providers about the Medicaid managed care enrollment process for South Carolina Healthy Connections Medicaid and Healthy Connections Prime. The training will also inform providers on how to use the enrollment broker website, scchoices.com, and how to support Medicaid members in choosing their provider medical home and health plan.

The training is beneficial for any provider or provider office staff interested in understanding member enrollment, learning tips on how to retain Healthy Connections Medicaid members and finding out more about Healthy Connections Prime. For offices assisting patients with Medicaid applications, this training provides information useful in ensuring

patients understand the full application process and next steps after their application is accepted.

Managed care enrollment training is available **via webinar or telephone** and will take place September-November 2024. The specific dates and times the training is offered are:

Sept. 13, 2024, 2-3:30 p.m.

Sept. 27, 2024, 10-11:30 a.m.

Oct. 11, 2024, 2-3:30 p.m.

Oct. 25, 2024, 10-11:30 a.m.

Nov. 8, 2024, 2-3:30 p.m.

Nov. 22, 2024, 10-11:30 a.m.

To schedule a training, please email providertrainings@maximus.com. If you have questions, please contact Michelle LeMoine at (803) 834-9956 or MichelleWLeMoine@maximus.com.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.

/s/

Robert M. Kerr