

Nov. 6, 2025
MB# 25-034

MEDICAID BULLETIN

TO: All Providers

SUBJECT: November 2025 Provider Payment Schedule and Provider Service Center Holiday Hours

The South Carolina Department of Health and Human Services will operate on an updated schedule for Healthy Connections Medicaid claims submission and payments to accommodate the November 2025 Veterans Day and Thanksgiving holidays.

Veterans Day Payment Schedule

Due to the observance of the Veterans Day holiday, Friday, Nov. 7 at 5 p.m. is the deadline to submit claims for payment date Friday, Nov. 14. Payments will run Monday, Nov. 10, and electronic remittance advice will be available Wednesday, Nov. 12. Payments will be dated Friday, Nov. 14, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Nov. 14.

Thanksgiving Holiday Payment Schedule

Due to the observance of the Thanksgiving Day holiday, Friday, Nov. 21 at 5 p.m. is the deadline to submit claims for payment date Friday, Nov. 28. Payments will run Monday, Nov. 24, and electronic remittance advice will be available Wednesday, Nov. 26. Payments will be dated Friday, Nov. 28, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Nov. 28.

Provider Service Center (PSC) Holiday Hours

The PSC will be closed Tuesday, Nov. 11, in observance of Veterans Day. The PSC will be closed Thursday, Nov. 27 and Friday, Nov. 28, in observance of the Thanksgiving holiday. Please refer



any questions or concerns regarding this bulletin to the PSC at (888) 289-0709. The PSC's regular hours of operation are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday.

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

/s/

Eunice Medina