

How Can Your Care Coordinator Help You?



Healthy Connections Prime members can receive some benefits that are not available in Medicare or Healthy Connections Medicaid alone. One of the most important “extra” features is the Care Coordinator.

What is a Care Coordinator?

Your Care Coordinator (sometimes called a Care Manager) helps you get the services you need to get or stay healthy. Your Care Coordinator is a person who works with you, your family and/or caregiver(s), and your doctors, if you need help getting services, have health care questions, or want to learn how to better manage your health.

What does my Care Coordinator do?

When you first join a Healthy Connections Prime Medicare-Medicaid Plan, your Care Coordinator will contact you to learn about you and what services you may need. Your Care Coordinator can help you access the types of help shown in the above graphic. If you have to be in a hospital or a nursing home, your Care Coordinator will work with you so that you have what is needed when you get home.

Your Care Coordinator will also:

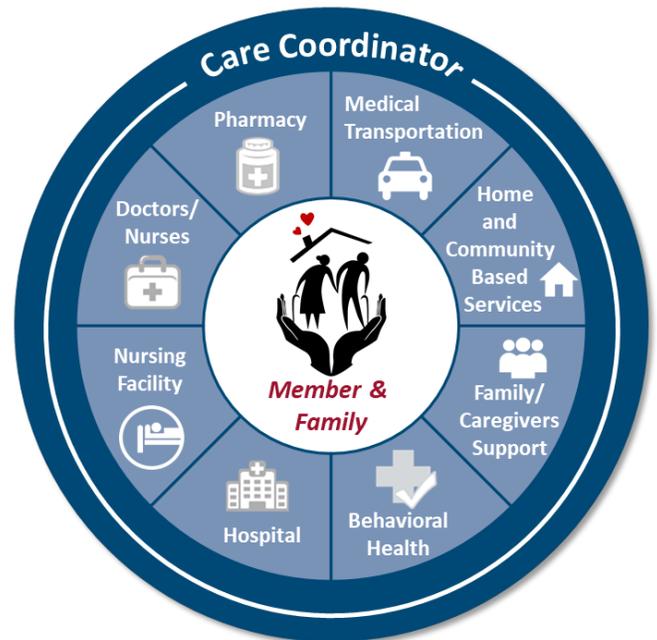
- Explore and assist you in finding available services you may need
- Assist with questions you may have related to medical bills
- Help you get “extra” services like health coaching or rewards for healthy behaviors
- Work with your doctor to help you get services that can help you

What if I already have a Waiver Case Manager?

If you are on a Community Long Term Care waiver, you have a waiver case manager who conducts home visits, determines service needs and creates and monitors your service plan. In these situations, your Care Coordinator will work with your waiver case manager to make sure you keep getting the waiver services you need and your waiver case manager will continue doing the things they do.

For More Information

Please visit the [Healthy Connections Prime website](#) for more information for members/caregivers or contact your Care Coordinator for more information.



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Language Services

If your primary language is not English, language assistance services are available to you, free of charge. Call: 1-888-549-0820 (TTY: 1-888-842-3620).

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-549-0820 (TTY: 1-888-842-3620).

خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-549-0820 (رقم هاتف الصم والبكم: 888-842-3620).
إذا كنت تتحدث اذك اللغة، فإن