

Healthy Connections Prime: Identifying Claims Contacts



Healthy Connections Prime is a program for South Carolina seniors 65 and older with Medicare and Healthy Connections Medicaid. It is designed to integrate all the services of Medicare, Medicare Part D and Medicaid into a single set of benefits fully managed by a Medicare-Medicaid Plan (MMP). Healthy Connections Prime is a demonstration project jointly administered by Centers for Medicare and Medicaid Services (CMS) and the South Carolina Department of Health and Human Services (SCDHHS).

Checking Eligibility Using the WebTool

1. How do I know if a beneficiary is enrolled in Healthy Connections Prime under an MMP? How do I know which MMP to contact?

The SCDHHS eligibility verification system (WebTool) can be used to identify the MMP in which the member is enrolled. This information is displayed in the Beneficiary Special Programs Data section of the Eligibility screen. Providers should check each beneficiary’s eligibility monthly to ensure there has not been a change in coverage.

Beneficiary Special Programs Data

Description: MCPR, HEALTHY CONNECTIONS PRIME

Message: NOTE! BENEFICIARY WITH A PRIME INDICATOR IS A DUAL ELIGIBLE AND PARTICIPATES IN A MEDICARE-MEDICAID PLAN. SERVICES REQUIRING PRIOR AUTHORIZATION SHOULD CONTACT THE PROVIDER OR HMO LISTED BELOW.

Provider ID: PR2200

Organization: ABSOLUTE TOTAL CARE INC

Address: 1441 MAIN STREET SUITE 900

City/State/Zip: COLUMBIA, SC 29201-2894

Telephone: 855-735-4398

Example of a Healthy Connections Prime member enrolled in Absolute Total Care. The description identifies the Healthy Connections Prime program and the “PR” in front of the Provider ID can be used to identify the provider as a Healthy Connections Prime provider in lieu of the WebTool.

2. How do I determine if a member is in a Medicaid Managed Care Organization (MCO) or a Healthy Connections Prime Medicare-Medicaid Plan (MMP)?

In WebTool, members enrolled in an MMP will have Provider IDs that begin with “PR”, unlike Medicaid MCOs that begin with “HM”. Providers need to make sure that they are contacting the correct health plan for authorizations and questions (see table below).

MMP Plan ID	Plan Name
PR2200	Absolute Total Care
PR1000	First Choice VIP Care Plus
PR3600	Molina Dual Options
N/A	N/A
N/A	N/A

MCO Plan ID	Plan Name
HM2200	Absolute Total Care
HM1000	First Choice by Select Health
HM3600	Molina Healthcare of South Carolina
HM3200	Healthy Blue by BlueChoice of SC
HM3800	Wellcare of South Carolina

Providers should also make sure they are contacting the correct SCDHHS Healthy Connections Medicaid program area regarding questions. The three SCDHHS Healthy Connections Medicaid program areas are as follows: Healthy Connections Prime, Medicaid Managed Care, and Medicaid Fee-For-Service.




For More Information

3. Who do I contact for additional questions on information about the program?

To learn more details about the program and how you can participate, visit our [website](#) for more information. You may also access the [Provider Toolkit](#) for additional provider resources, or email PrimeProviders@scdhhs.gov for help with a specific question or concern.

4. Who are my MMP contacts for questions?

Inquiries for Healthy Connections Prime members should be directed to the MMP in which the member is enrolled. For direct contact information, see below:

	<p>Absolute Total Care (ATC), PR2200: Provider Services Phone: (855) 735-4398 Email: atcnetworkrelations@centene.com</p>
	<p>First Choice VIP Care Plus, PR1000: Provider Services Phone: (888) 978-0862 Email: VIPProviderComm@amerihealthcaritas.com</p>
	<p>Molina Dual Options, PR3600: Provider Services Phone: (855) 237-6178 Email: SCProviderServices@MolinaHealthCare.com</p>