

December 2019 Stakeholder Update



Happy Holidays!

Healthy Connections Prime would like to wish our members, caregivers, providers, and program partners a happy holiday season and a wonderful new year!

Incontinence Supplies Guidance Update

Healthy Connections Prime has recently updated its [guidance document for incontinence supplies](#). The purpose of this guidance is to provide more clarity for those involved in the incontinence supplies management process for our members receiving incontinence supplies already and for those with an application submitted for incontinence supplies. The Appendix contains tips for waiver case managers and Healthy Connections Prime Medicare-Medicaid Plans (MMPs) and also provides sample notices that MMPs would send to waiver case managers and incontinence supplies providers.

Identifying Claims Contacts

The South Carolina Department of Health and Human Services (SCDHHS) would like to remind providers that they can use SCDHHS' eligibility verification system (WebTool) to check on their patients' enrollment into Healthy Connections Prime. This portal makes it easier to identify whether a member is enrolled in an MMP or a Medicaid managed care organization (MCO). Providers should make sure they are contacting the correct SCDHHS Healthy Connections Medicaid program area if they have questions. To learn more, please click on [this link](#).

Phoenix Help Section Update

As a part of ongoing education for those who have access to the Phoenix system through Community Long Term Care (CLTC), Healthy Connections Prime has consolidated the documentation in the Help section. The documents have been updated and revamped to support those who interact with Healthy Connections Prime and home and community-based service (HCBS) waiver members through the Phoenix system. If you have access to this system, this information is available for review now.

Other Updates & Recently Posted Documents

Additional program information is available on Healthy Connections Prime's Program Data page. The most recently posted information is linked below.

- [January – October 2019 Enrollment Data](#)

Join the Healthy Connections Prime Distribution List

Requests to join the Healthy Connections Prime email distribution list can be emailed to prime@scdhhs.gov or submitted [at this link](#).

Request a Presentation for More Information

Providers or organizations that are interested in learning more about Healthy Connections Prime and would like to request a free presentation and/or training session can email primeproviders@scdhhs.gov. The email should include contact information and the desired location and date for the presentation or training.

For More Information and the Latest News

More information about Healthy Connections Prime can be found on our website at <http://www.scdhhs.gov/prime>. The website contains helpful information such as member FAQs, a provider toolkit and program data.

Our [Member and Advocate Materials page](#) provides numerous resources, such as a plan comparison chart and an explanation of important terms. Also included on this page are short videos that can help caregivers and their loved ones learn more about Healthy Connections Prime. Click on [this link](#) and scroll down to “Interactive Scenarios” to access the videos.



Program questions can be directed to the SC Thrive Customer Service Center at (800) 726-8774, Monday-Friday, 8:30 a.m.-5 p.m. TTY users call 711. This call is free. Providers can also email questions to primeproviders@scdhhs.gov.