

December 2017 Stakeholder Update



Happy Holidays from Healthy Connections Prime!

National Family Caregivers Month

November was designated National Family Caregivers Month, a time to celebrate the contribution of caregivers across our nation. Caregivers provide invaluable assistance with daily activities (including grocery shopping, finances, meal preparation, transportation and housework) and monitoring daily medical conditions. Please join us in recognizing and thanking the more than 770,000 family caregivers in South Carolina!

Care Coordinator Member Brochure

Healthy Connections Prime recently released a one-page flyer for members and their families describing the care coordination services available to every member. Please visit our [Member and Advocates Materials webpage](#) to view the [Care Coordinator Brochure](#).

Palliative Care Member FAQ

An important benefit available to members of Healthy Connections Prime members is palliative care, a service that helps members with serious illnesses find relief from the symptoms and stress of their illness. To help members and their families understand and access this valuable benefit, Healthy Connections Prime has released a brief Palliative Care FAQ. This document provides members with information about palliative care and getting these services through Healthy Connections Prime. If you know someone who may benefit from palliative care, we encourage you to share this FAQ with them. To view the [Palliative Care FAQ](#), visit our [Member and Advocates Materials webpage](#).

Waiver Case Manager FAQ

Healthy Connections Prime recently updated its Waiver Case Manager FAQ document located in the Provider Toolkit. The additional information clarifies how waiver case managers and other providers determine if a participant is in Healthy Connections Prime. It also provides more information on the role of the MMP care coordinator. If you are a waiver case manager, please access [this updated document](#) on [Provider Toolkit webpage](#).

Dec. 12th SC Thrive Webinar for Advocates

On Dec. 12 from 2-3 p.m., SC Thrive will host a webinar for advocates to learn more about Healthy Connections Prime. This webinar will provide a brief program overview, eligibility guidelines, program benefits, how to enroll and other helpful information about the program. If you have not yet attended an advocate webinar and would like to learn more about the program, please register at: <https://register.gotowebinar.com/rt/2636249936596239617>.

Other Updates & Recently Posted Documents

Please see the most recent enrollment dashboard reports in the links below for further information on our program.

- [November 2017 Enrollment Data](#)
- [October 2017 Enrollment Data](#)

Healthy Connections Prime Update Distribution List

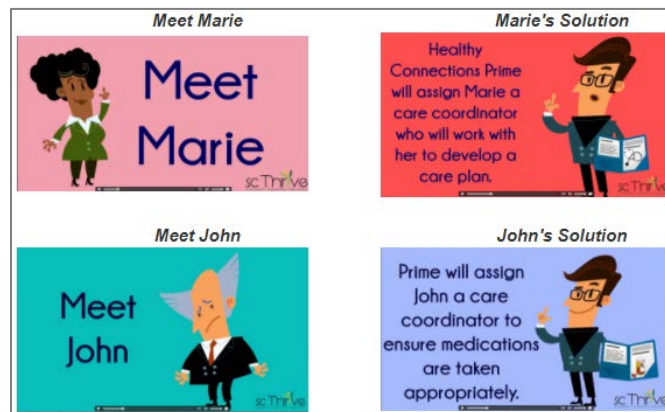
Stay up to date with Healthy Connections Prime by joining our e-mail distribution list. To join, simply e-mail Healthy Connections Prime at prime@scdhhs.gov and request to be added.

Request a Presentation for More Information

Are you a provider or part of an organization that is interested in learning more about Healthy Connections Prime? We can provide a free presentation and/or training for you, your staff or anyone else interested in learning about the program. E-mail primeproviders@scdhhs.gov to make your request and be sure to include your contact information and the location for the presentation or training.

For More Information and the Latest News

Please visit our website at <http://www.scdhhs.gov/prime> and see our Member FAQs, Provider Toolkit and Program Data pages. Our [Member and Advocate Materials page](#) also provides numerous resources, such as a plan comparison chart and an explanation of important terms. On this page, you will also find short videos that can help caregivers and their loved ones learn more about Healthy Connections Prime. Click on [the link](#) and scroll down to “Interactive Scenarios” to access the videos.



If you have program questions, please call 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.