

November 2016 Stakeholder Update



Hurricane Matthew Update

Healthy Connections Prime Medicare-Medicaid Plans (MMPs) assisted South Carolinians prepare for and respond to Hurricane Matthew. In a great showing of community support, the MMPs authorized out-of-network provider visits and relaxed prescription drug refill time period limits to allow members greater flexibility before, during and after the storm.

MMPs also assisted Healthy Connections Prime members during the storm. One of our members did not have food or access to a food pantry. She contacted a pastor who runs a food bank. The pastor provided her with a box of food for the member and a donation to help the member obtain other necessities. The MMP called the member to determine what else the member needed and then bought the missing items and delivered everything to the member. Thank you to all who assisted those in need during the storm!

Dec. 8th Lunch & Learn: Healthy Connections Prime

On Thursday, Dec. 8, please join us for a Healthy Connection Prime Lunch and Learn. The 30-minute webinar will take place at noon, and anyone can join via computer (either Mac or PC) or mobile device. To join, please [register online](#). More information is available on the [Healthy Connections Prime events webpage](#).

Healthy Connections Prime in AARP Publication

Healthy Connections Prime, alongside three other state or national programs, was featured in a first-of-its-kind AARP research paper regarding Long-Term Services and Supports (LTSS) and family caregivers' needs. The researchers found that managed care can advance person- and family-centered care, leading to better overall care for members. The Healthy Connections Prime program was recognized for its requirements for Medicare-Medicaid Plans to engage in dementia-capable training and to identify family caregivers and assess their need for support. The full report and a report summary is located on the [AARP Public Policy Institute website](#).

Other Updates

- [October 2016 Enrollment](#)
- [September 2016 Enrollment](#)

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.

Additionally, you can call the SC Thrive Customer Service Center at (800) 726-8774, Monday-Friday, 8:30 a.m.–5 p.m if you have any questions. TTY users call 711. This call is free.