

October 2017 Stakeholder Update



Hurricane Irma Update

All three Healthy Connections Prime Medicare-Medicaid Plans (MMPs) implemented strategies to help members get the services they needed during the state of emergency declared when Hurricane Irma threatened South Carolina. When emergency protocols were initiated on September 6th, the MMPs relaxed out-of-network provider restrictions and lifted prescription drug refill time period limits to allow members greater flexibility to meet their medical needs. MMPs also helped conduct outreach to high-risk members. Although at least 65 members were evacuated from their dwellings, MMPs reported that no major issues occurred. Thank you to all who assisted fellow South Carolinians during the storm.

Oct. 10th SC Thrive Webinar for Advocates and Caregivers

On October 10th, SC Thrive will host a webinar for advocates and caregivers 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. For more information and to register, please visit <https://register.gotowebinar.com/rt/2636249936596239617>.

Oct. 13th Webinar for Waiver Case Managers

In July, a survey for waiver case managers was launched with the purpose of gaining a better understanding of the current experience of waiver case managers with Healthy Connections Prime. Thank you to all who participated! Overall, waiver case manager feedback regarding working with MMPs was favorable and several important areas for further education emerged. A follow-up webinar was originally scheduled for Sept. 11th but was cancelled due to Hurricane Irma. It has been rescheduled for October 13th from 2 p.m. to 3 p.m. ET and we encourage all Waiver Case Managers to register at <https://register.gotowebinar.com/register/514310143684497153>. An FAQ will be released after the webinar as well.

Nov. 14th Provider Webinar on Improper Billing and Continuity of Care

Healthy Connections Prime and SC Thrive will host a webinar tailored specifically for provider front office and billing staff on November 14th from 2 p.m. to 3 p.m. ET. This event will cover billing processes for Healthy Connections Prime members and what can and cannot be billed. It will also cover the continuity of care provision which allows members to continue to see non-network providers for at least six months. For more information and to register, please visit <https://register.gotowebinar.com/register/4519715552604977921>.

2017 Healthy Connections Prime Program Update Released

Healthy Connections Prime recently released an update highlighting the program, including a member profile and information on access to care, care delivery and benefits. We encourage everyone to read the update and learn about how Healthy Connections Prime has delivered better care, better value and better health to our members. To view the [Summer 2017 Program Update](#), please visit the [Healthy Connections Prime website](#).

Other Updates & Recently Posted Documents

As 2018 passive enrollment kicked off in August and continues monthly, our membership has been growing over the last few months. Please see the most recent enrollment dashboard reports in the links below for further information on our program growth.

- [September 2017 Enrollment Data](#)
- [August 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.

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.