

March 2016 Stakeholder Update



Passive Enrollment (Auto-Assignment) Starts April 1!

Beginning April 2016, seniors in select counties in South Carolina with both Medicare and Medicaid (dual eligibles) will be passively enrolled (auto-assigned) into the Healthy Connections Prime program if they have not already selected a Medicare-Medicaid plan. This is the first of two waves of passive enrollment for this program as outlined in the [January 2016 provider alert](#).

New members will receive the following materials during the enrollment process:

- **Passive enrollment notification letters.** The state started sending these letters in late January. New members will receive a letter 60 days before their enrollment is effective to let them know about their auto-assignment and which Medicare-Medicaid plan they have been assigned to. A similar notification is mailed about 30 days before their enrollment is effective. A [copy of the notification](#) can be found on the [Healthy Connections Prime website](#).
- **Letter from current Part D plan.** Beneficiaries will receive a disenrollment letter from their Medicare Part D prescription drug plan. These letters may cause some confusion, but please note there will be no gap in coverage. All medical and prescription drug coverage will be handled by the Medicare-Medicaid plan. Healthy Connections Prime includes Medicare Part D drug coverage.
- **Welcome call and materials.** Beneficiaries will receive a welcome call and materials from their new Medicare-Medicaid plan, including their new beneficiary ID card that replaces their current Medicare and Medicaid cards. The welcome call from their new health plan could happen up to 60 days before enrollment, or within the first 30 days after enrollment. This means the calls will take place between February 1st and April 30th for members who are passively enrolled. The ID card will arrive in the mail no later than the member's start date of April 1st.

New Training for Medicare-Medicaid Plans and Providers

There is a new way for health plans and providers to receive training on the Healthy Connections Prime program! An [E-Learning Management System \(LMS\)](#) has been set up to provide training courses on topics that are relevant to Healthy Connections Prime and its members. Please visit LMS often for a current listing of courses available.

For the Latest Updates

- [March enrollment report](#)
- [Home and Community Based Services \(HCBS\) Provider Introduction Presentation \(February 26, 2016\)](#)
- [Rehabilitative Behavioral Health Services \(RBHS\) Clubhouse Program Presentation \(February 29, 2016\)](#)

For More Information and the Latest News

Please visit www.scdhhs.gov/prime or 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.