

## Hospice Services FAQs for Providers



Healthy Connections Prime is a health insurance program for South Carolina seniors 65 and older with Medicare and Healthy Connections Medicaid. It is designed to integrate all the services of Medicare, Medicare Part D and Medicaid into a single set of benefits managed by a Medicare-Medicaid Plan (MMP). This document addresses the most common questions from providers about hospice care in Healthy Connections Prime.

### Can members who need hospice services stay in Healthy Connections Prime?

**Yes.** Current Healthy Connections Prime members who develop a need for hospice care can remain in the program. However, people who are currently receiving hospice services are not eligible to enroll in Healthy Connections Prime.

### Do hospice providers contract with the Healthy Connections Prime MMPs? Do members have to use an “in-network” hospice provider?

Healthy Connections Prime members may use **any hospice provider certified by Medicare and enrolled in the Healthy Connections program**. However, if hospice services are provided in a nursing facility that is not in the MMP’s network, the nursing facility’s room and board costs might need special authorization by the MMP.

The MMP’s member services center or MMP care coordinator (also known as an MMP care manager) can help the member locate a hospice provider. The member services number is listed on the member ID card. The care coordinator/manager’s contact information may also be obtained through the MMP’s member services center.

### Do members have to pay for hospice services?

Healthy Connections Prime members pay nothing for hospice services, once South Carolina Department of Health & Human Services (SCDHHS) determines the member meets hospice level of care requirements.

### How do hospice providers bill for their services for Healthy Connections Prime members?

Hospice services are “carved out” of Healthy Connections Prime, which means the hospice provider will bill Medicare directly on a fee-for-service basis. Room and board for hospice members residing in a nursing facility must be billed by the nursing facility (not the hospice provider) to the member’s MMP.

### How do nursing facilities bill for room and board for Healthy Connections Prime members?

For questions about room and board billing and reimbursement procedures, contact the member’s MMP. Room and board coverage begins when SCDHHS determines the member meets Long Term Living eligibility requirements.

### Where can I get more information?

Providers may contact their member’s MMP with specific questions or email SCDHHS at [primeproviders@scdhhs.gov](mailto:primeproviders@scdhhs.gov). For more information about Healthy Connections Prime, visit the <https://msp.scdhhs.gov/SCDue2/site-page/provider-toolkit>.