

Dec. 11, 2025
MB# 25-039

MEDICAID BULLETIN

TO: All Providers

SUBJECT: December 2025 – January 2026 Provider Payment Schedule and Provider Service Center Holiday Hours

The South Carolina Department of Health and Human Services (SCDHHS) will operate on an updated schedule for Healthy Connections Medicaid claims submission and payments to accommodate the December 2025 and January 2026 holidays.

Christmas Payment Schedule

Due to the observance of the Christmas holiday, Friday, Dec. 19 at 5 p.m. is the deadline to submit claims for payment date Friday, Dec. 26. Payments will run Monday, Dec. 22, and electronic remittance advice will be available Wednesday, Dec. 24. Payments will be dated Friday, Dec. 26, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Jan. 2.

New Year's Holiday Payment Schedule

Due to the observance of the New Year's holiday, Friday, Dec. 26 at 5 p.m. is the deadline to submit claims for payment date Friday, Jan. 2. Payments will run Monday, Dec. 29, and electronic remittance advice will be available Wednesday, Dec. 31. Payments will be dated Friday, Jan. 2, as usual.

The schedule will return to the normal payment cycle on payment date Friday, Jan 2.

Provider Service Center (PSC) Holiday Hours

The PSC will be closed Wednesday, Dec. 24 and Thursday, Dec. 25, in observance of the Christmas holiday. In observance of the New Year's holiday, the PSC will be closed Thursday, Jan. 1. Please refer any questions or concerns regarding this bulletin to the PSC at (888) 289-0709. The PSC's regular hours of operation are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday.



Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.

/s/
Eunice Medina