

Dec. 18, 2023
MB# 23-066

MEDICAID BULLETIN

TO: All Providers

SUBJECT: Healthy Connections Medicaid Provider Training Opportunities January-March 2024

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free Healthy Connections Medicaid training to enrolled Healthy Connections Medicaid providers and their billing agents. These recurring trainings are conducted by SCDHHS' contracted vendors. Information about the upcoming January-March 2024 training is listed below.

Medicaid eLearning Provider Workshops

SCDHHS' contracted vendor provides web-based training presentations and other materials on a variety of topics to ensure enrolled providers have an understanding of processes and programs.

To register for a workshop or find additional training resources, please visit www.medicaidlearning.com or call the Provider Service Center (PSC) at (888) 289-0709. The PSC's hours of operation are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday.

Below is a schedule of the provider workshops.

Medicaid Basics

This workshop will provide a basic overview of the South Carolina Healthy Connections Medicaid program. The training will address general policies and topics such as eligibility, claim filing options, the remittance package, third party liability (TPL) and claim-level adjustments.

Jan. 9, 2024, 10 a.m.-4 p.m.

Feb. 7, 2024, 10 a.m.-4 p.m.

March 7, 2023, 10 a.m.-4 p.m.



Comprehensive Web Tool

This workshop will explore all the available features on the South Carolina Healthy Connections Medicaid web-based claims submission tool. The training will navigate claim entry and submission as well as how to check eligibility, claim status and e-remits through the online tool.

Jan. 18, 2024, 10 a.m.-3 p.m.

Feb. 13, 2024, 10 a.m.-3 p.m.

March 13, 2023, 10 a.m.-3 p.m.

Overview of Claim-level Adjustments and TPL

This workshop will examine TPL reporting responsibilities, refund processes, claim adjudication, edit resolutions and information on other resources. Providers will also learn the detail-leveled process that gives professional providers the ability to submit claim-level adjustments directly to South Carolina Healthy Connections Medicaid.

Jan. 24, 2024, 10 a.m.-4 p.m.

Feb. 22, 2024, 10 a.m.-4 p.m.

March 19, 2023, 10 a.m.-4 p.m.

Maximus Managed Care Enrollment Trainings

The training will inform providers about the Medicaid managed care enrollment process for South Carolina Healthy Connections Medicaid and Healthy Connections Prime. The training will also inform providers on how to use the enrollment broker website, scchoices.com, and how to support Medicaid members in choosing their provider medical home and health plan.

The training is beneficial for any provider or provider office staff interested in understanding member enrollment, learning tips on how to retain Healthy Connections Medicaid members and finding out more about Healthy Connections Prime. For offices assisting patients with Medicaid applications, this training provides information useful in ensuring patients understand the full application process and next steps after their application is accepted.

Managed care enrollment training is available via webinar or telephone and will take place December 2023-February 2024. The specific dates and times the training is offered are:

Jan. 12, 2024, 2-3:30 p.m.

Jan. 26, 2024, 10-11:30 a.m.

Feb. 9, 2024, 2-3:30 p.m.

Feb. 23, 2024, 10-11:30 a.m.

March 8, 2024, 2-3:30 p.m.

March 22, 2024, 10-11:30 a.m.

To schedule a training, please email providertrainings@maximus.com. If you have questions, please contact Michelle LeMoine at (803) 834-9956 or MichelleWLeMoine@maximus.com.

Resources Providers Can Use to Help with Medicaid Member Annual Reviews

As SCDHHS continues its federally required review of Medicaid member eligibility, a process frequently referred to as “unwinding,” it is reminding providers of resources available to them that can help with this process. SCDHHS has produced several member-facing communications and marketing items and is encouraging providers to post its “submit your review, when it’s time to renew” flyer in patient-facing areas. The flyer is available for download from SCDHHS’ website in [English](#) and in [Spanish](#) along with other [provider resources](#) on [SCDHHS’ annual reviews website](#).

The Centers for Medicare and Medicaid Services have also produced outreach and educational resources about this process that are [available on their website](#).

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

/s/

Robert M. Kerr