

Oct. 25, 2024
MB# 24-062

MEDICAID BULLETIN

TO: All Providers

SUBJECT: Reminder: Most Hurricane Helene Emergency Flexibilities Expire Oct. 31, 2024

As part of South Carolina's recovery from Hurricane Helene, the South Carolina Department of Health and Human Services (SCDHHS) requested temporary flexibilities from the Centers for Medicare and Medicaid Services to ensure continued access to care for Healthy Connections Medicaid members impacted by Hurricane Helene. These flexibilities were first announced in [Medicaid Bulletin MB #24-056](#) with additional temporary flexibilities announced in [Medicaid Bulletin MB #24-060](#).

Through this bulletin, SCDHHS is reminding Healthy Connections Medicaid providers that **most of the temporary flexibilities announced via MB #24-056 and MB #24-060 will expire on Oct. 31, 2024**. Exceptions to the Oct. 31, 2024, expiration for these temporary flexibilities are listed below.

Targeted Case Management (TCM)

- SCDHHS temporarily extended timelines for TCM annual face-to-face visits, annual and six-month reassessments and care plan updates and ongoing monitoring and follow-up activities for Medicaid members that cannot be reached due to impacts of the PHE. Providers must attempt to complete these activities via electronic methods (e.g., telehealth, telephonic methods) and document these attempts. **If not completed via an electronic method, these activities must be completed in accordance with the agency's existing policy by Dec. 31, 2024.**

Home and Community-based Services (HCBS) Waiver Program Flexibilities

The temporary flexibilities listed in this section apply to Healthy Connections Medicaid-enrolled providers who serve Healthy Connections Medicaid members who are enrolled in the state's HCBS waiver programs. This includes the Intellectual Disability and Related Disabilities (ID/RD), Community Supports (CS), Head and Spinal Cord Injury (HASCI), Medically Complex Children (MCC), Palmetto Coordinated System of Care (PCSC), Community Choices (CC), HIV-AIDS and



Mechanical Ventilator Dependent (VENT) waivers. **The temporary flexibilities described below will remain in effect statewide for dates of service between Sept. 25 and Dec. 31, 2024.**

- SCDHHS extended level of care (LOC) re-evaluation timeframes if the member cannot be reached via electronic methods to allow services to continue until the reassessment can occur. LOC evaluations and re-evaluations may be completed via electronic methods (e.g. telehealth or telephonically). **All re-evaluations delayed by the public health emergency (PHE) must be completed by Dec. 31, 2024, and the reason for the delay must be documented.**
- SCDHHS is temporarily allowing for delay of review and revision of person-centered service plans (PCSP) beyond 12 months to prevent a lapse in service for Medicaid members that cannot be reached due to impacts of the PHE. The PCSP must still be updated when a member requests a revision and/or when circumstances or needs of the individual change significantly. Providers must attempt to complete these activities via electronic means (e.g., telehealth or telephonically) and document these attempts. **All PCSP updates delayed by the PHE must be completed by Dec. 31, 2024, and the reason for the delay must be documented.**

Providers should direct any questions related to this bulletin to the Provider Service Center (PSC) at (888) 289-0709 or to behavioralhealth004@scdhhs.gov. PSC representatives can be reached at (888) 289-0709 from 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday. Providers can also submit an online inquiry at <https://www.scdhhs.gov/providers/contact-provider-representative>.

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

/s/
Robert M. Kerr