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MB# 24-049

MEDICAID BULLETIN

TO: Federally Qualified Health Center Providers

SUBJECT: Consolidated Federally Qualified Health Center Services Provider Manual and Training Available

As announced in [Medicaid bulletin #24-043](#), the South Carolina Department of Health and Human Services (SCDHHS) has published its updated, consolidated [Federally Qualified Health Center \(FQHC\) Services Provider Manual](#) on the agency's website. This consolidated manual includes policies for covered services, utilization management and billing procedures for FQHC providers that were previously located in the Physicians Services and FQHC Behavioral Health Services Provider Manuals. **The program information and requirements described in the consolidated FQHC Services Provider Manual are effective for the dates of service on or after Sept. 1, 2024.** The manual is available on the [provider manual page of SCDHHS' website](#).

SCDHHS appreciates providers taking time to submit feedback on the draft of the manual distributed July 30, 2024.

Based on feedback submitted on the draft manual, SCDHHS will proceed with changes to the provider enrollment requirements. New FQHC providers are required to separately enroll each of their service sites. Existing FQHC providers will have the opportunity to enroll each service site during the revalidation period. SCDHHS [announced the restart of required provider revalidation](#) earlier this year. FQHC providers are not currently up for revalidation. Providers will receive an official notification letter in the mail and SCDHHS will announce in a Medicaid bulletin when FQHC providers are up for revalidation.

Additionally, based on feedback received, SCDHHS will defer changes to the Billing and Guidance section that require specific place of service indicators and procedure codes for each encounter. This will allow additional time (a minimum of 120 days) for providers to prepare electronic health record systems to accommodate these changes.

SCDHHS will conduct two live webinars to review the updates to the consolidated FQHC Services Provider Manual. Also, a recorded webinar will be added to the [provider training resources section of SCDHHS' website](#).



Providers can register for one of the live FQHC Services Provider Manual webinars using the links below.

Friday, Sept. 20, 2024, from 11 a.m.–12 p.m.

Webinar password: dhhs

Registration link:

<https://scdhhs.webex.com/weblink/register/r6d0903d117c478a16330fba0b93612f0>

Friday, Sept. 27, 2024, from 12–1 p.m.

Webinar password: dhhs

Registration link:

<https://scdhhs.webex.com/weblink/register/r1056385ff760ded8e322eede170f49ea>

Providers should direct questions related to this bulletin to the Provider Service Center (PSC). 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