

July 11 2016
MB# 16-014

MEDICAID BULLETIN

All

To: All Providers

Subject: New Medicaid Cards

The South Carolina Department of Health and Human Services (SCDHHS) announces the release of a new Healthy Connections Medicaid card template. The new card, effective August 1, 2016, will no longer contain a magnetic data strip on the backside. The new cards will go into circulation for current members who request replacement cards and newly-eligible members. Section 1 of provider manuals contain Medicaid card language and front and back images of cards.

Providers should still accept existing cards: cards with a magnetic data strip and the blue Healthy Connections Checkup card. All providers are encouraged to use the provider web tool (<https://portal.scm Medicaid.com/login>) to check eligibility. Please keep in mind that possession of a plastic card does not guarantee Medicaid coverage. Failure to verify eligibility prior to providing a service leaves the provider at risk of providing services to an ineligible individual.

In addition to checking Medicaid eligibility, the provider web tool also allows providers to:

- Update passwords
- Download or view payment e-remit statements
- Enter and submit claims for Medicaid beneficiaries
- View the status of claims

If you need assistance with the provider web tool, please contact the Provider Service Center at 1 (888)289-0709.

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

/s/

Christian L. Soura
Director