

ProviderAlert

To: Select Health of South Carolina Primary Care Providers
From: Provider Network Management
Date: March 18, 2019
Subject: Member Recertification – Why It Matters, How You Can Help

SUMMARY: The South Carolina Department of Health and Human Services (SCDHHS) conducts an annual review of Medicaid members' eligibility to ensure they meet the requirements to participate in the Healthy Connections Medicaid plan. It is imperative that members complete and return the Medicaid annual review forms in a timely manner in order to continue to receive Medicaid benefits. **We are requesting assistance from our provider network with First Choice members'/your patients' recertification efforts.**

We would like to remind you that in order for First Choice plan members to remain eligible for Medicaid and continue to receive Medicaid/First Choice benefits, it is critically important that they accurately complete and return their Medicaid eligibility annual review forms to Healthy Connections Medicaid as quickly as possible within 45 calendar days, but no later than **60 calendar days**.

Call to Action:

Currently, we are reaching out to First Choice plan members who are at risk of losing eligibility to make sure they understand the urgency in returning their forms timely. We are also requesting assistance from our provider network with these efforts.

You can help by contacting your First Choice plan members to stress the urgency of timely recertification and directing those in need of assistance to First Choice Member Services at 1-888-276-2020. Your Account Executive (see page 2) can provide you with a list of affected members.

Why is this important to you?

Timely recertification is important because it:

- Ensures continuity of care for our plan members/your patients.
- Eases administrative burden for providers and their office staff when verifying member eligibility. (e.g. reduction of multiple eligibility verification calls)
- Avoids the need for resubmission of prior authorization requests for certain prescription medications, procedures, behavioral health and rehabilitative therapies (including speech, occupational, and physical) that may be required due to gaps in care caused by lapsed Medicaid coverage.

- Supports timely deeming of newborns as Medicaid eligible and ensures mom and baby are both on the First Choice plan.

If you have any questions, please feel free to contact your Provider Account Executive (listed below) or Provider Services at **1-800-741-6605**. First Choice members who require assistance should be directed to our Member Services Call Center at **1-888-276-2020**.

As a reminder, First Choice members may receive the following enhanced benefits:

- Unlimited physician visits.
- Circumcisions through the first six months of life in both inpatient and outpatient settings.
- Rapid response outreach and care coordination for your patients with chronic conditions or complex health care needs.
- Special member only programs and events.

As always, thank you for your participation in the First Choice network, and for your continued commitment to our members.

Provider Account Executive listing

Region	Name	Phone and Email
Lowcountry	Ashkia Harman	1-843-709-8922 aharman@selecthealthofsc.com
Lowcountry Border	Mary Wasden	1-843-666-2521 mwasden@selecthealthofsc.com
Midlands	Kaye Steele	1-803-354-1231 ksteele@selecthealthofsc.com
Upper Pee Dee	Paige Watford	1-843-933-0276 pwatford@selecthealthofsc.com
Lower Pee Dee	Sarah Wilkinson	1-843-754-8847 swilkinson@selecthealthofsc.com
Upstate Western	Sarah Hipps	1-843-259-0482 shipps@selecthealthofsc.com
Upstate Greenville	Vonda Butler	1-803-609-8041 vbutler@selecthealthofsc.com
Upstate	Joyce Mahon	1-843-787-0056 jmahon@selecthealthofsc.com
Hospital Services	Dionne Green	1-843-666-4548 ddgreen@selecthealthofsc.com