

Provider Training Available Online

Providers and physicians working with Healthy Connections Choices now have an easy, convenient way to get information and training about South Carolina's Medicaid program.

An online tutorial is available on the South Carolina Healthy Connections website at www.SCchoices.com. "We talked with providers and physicians across the state and realized they and their staffs needed information in an accessible format they could view at their convenience," says Anita Bowen, Healthy Connections Choices provider liaison. "Putting this information online seemed the best way to reach this audience and provide updated information."

The tutorial includes definitions, benefits of health plans, enrollment options, how and when enrollment packages are sent and what follow-ups are done, how to check a patient's Medicaid eligibility and how providers can help patients select a plan that's best for them and their family.

"Since rolling out Healthy Connections Choices almost two years ago, information for Medicaid beneficiaries, providers and physicians has been an essential element of the program," Ms. Bowen adds. "By offering providers and physicians this online tutorial we hope to give them tools to help patients make good choices of available healthcare options and to answer questions they may have about the program."

In addition to the tutorial, providers and physicians can call the Healthy Connections Choices toll-free provider line at 1-866-682-9919 or email the provider support team at scprovidersupport@scchoices.com. On the www.SCchoices.com website there is a section called "Information for Providers" which gives access to these and other materials.

Healthy Connections Choices is part of the state's overall Medicaid reform plan and is designed to get a better return on South Carolina's health care investment. Through partnerships with managed care organizations, medical homes networks and special enrollment counselors, the SC Department of Health and Human Services (SCDHHS) seeks to increase care coordination and disease prevention methods not found in traditional Fee-for-Service Medicaid. Those who choose to enroll in a health plan will also establish crucial relationships with a primary care doctor.

For more information on SC Healthy Connections Choices call free 1-877-552-4642 or visit the website at www.SCchoices.com.