



Fact Sheet

What is South Carolina Healthy Connections Choices?

Healthy Connections Choices is a program that helps Medicaid members enroll in health plans. When members enroll, they choose a health plan and a doctor (or clinic). Healthy Connections Choices helps members choose the health plan that is best for them.

When can members enroll in a health plan?

Medicaid members not enrolled in a health plan can enroll at any time. Members currently in a health plan can make plan changes on their annual anniversary date.

Enrollment deadlines

➤ *Initial Enrollment Period: The first 30 days*

We mail enrollment packets to members who are newly eligible for Medicaid. All members have at least 30 days (from the day we mail the enrollment packet) to choose a health plan. If members do not choose a plan, we may assign them to a plan.

➤ *Choice Period: The first 90 days*

Members enrolled in a health plan may transfer to another plan one time during the 90 days following their initial enrollment.

➤ *Continuous Enrollment Period: One year*

After the 90-day Choice Period has expired, members stay in their health plan until their one-year anniversary date (unless they have a special reason to make a change).

How can members enroll?

There are three easy ways for members to enroll:

1. Enroll by mail or fax, by completing the form in the enrollment packet and sending it to us.
2. Enroll online at the South Carolina Healthy Connections Choices website, www.SCchoices.com.
3. Enroll over the phone, by calling the South Carolina Healthy Connections Choices toll-free number.

Do members have a choice?

Yes. Members can choose from health plans offered in the counties where they live.

Do members have to choose the same health plan for all members of the family?

No. Each member of the family can choose the plan that is best for them.

Continued

Do Medicaid benefits change?

No. Members enrolled in the Healthy Connections Choices program receive all of their current Medicaid benefits plus the extra services provided by their health plans.

Contacting Healthy Connections Choices

➤ *Information and services:*

- Call to speak with an enrollment counselor: **1-877-552-4642**
- Fax: 1-877-552-4672
- TTY: 1-877-552-4670

➤ *Website:* www.SCchoices.com

Revision: September 2010