

## 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 or choose to stay in Fee-for-Service Medicaid. If members do not choose a plan or tell us that they want to stay in Fee-for-Service Medicaid, we will assign them to a plan.

#### ➔ *Choice Period: The first 90 days*

Members have 90 days after enrolling in a health plan to transfer to another plan or return to Fee-for-Service Medicaid.

#### ➔ *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 four 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](http://www.SCchoices.com).
3. Enroll over the phone, by calling the South Carolina Healthy Connections Choices toll-free number.
4. Enroll in person, by meeting with a community enrollment counselor.

### 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.

## **Does every member have to enroll in a health plan?**

**No.** Enrolling in a health plan is voluntary. However, Medicaid members must choose how they get their health care. A member can enroll in a health plan or choose to stay in Fee-For-Service Medicaid.

## **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**

### **➔ Outreach:**

South Carolina Healthy Connections Choices Outreach Office  
Email: [SCHealthyConnectionsOutreach@maximus.com](mailto:SCHealthyConnectionsOutreach@maximus.com)  
Office: 803 667-4333

### **➔ 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](http://www.SCchoices.com)**

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