

South Carolina Healthy Connections Choices FAQ's

How people get Medicaid health services has changed in South Carolina.

Medicaid members and newly eligible members must choose how they get their health care. South Carolina Healthy Connections Choices is a program to help South Carolina Medicaid members enroll in health plans that suit their families' needs.

Here are some of the most frequently asked questions about South Carolina Healthy Connections Choices.

When can members enroll in Healthy Connections Choices?

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.

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 over the phone, by calling the South Carolina Healthy Connections Choices toll-free number.
3. Enroll online, at the South Carolina Healthy Connections Choices website.
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 through the Healthy Connections Choices program receive all of their current Medicaid benefits plus the extra services provided by their health plans.

Can members keep seeing the doctor they see now?

Yes. Check to see what health plans the doctor works with and choose one of those plans.

Where can I get more information?

To learn more about South Carolina Healthy Connections Choices, visit our website at www.SCchoices.com or call toll free 1-877-552-4642.