

South Carolina: Healthy Connections Prime

Continuing Your Care After You Join a Health Plan

Healthy Connections Prime is a joint Medicare and Medicaid demonstration designed to integrate care for individuals in South Carolina who receive services from both Medicare and Medicaid. Healthy Connections Prime will be jointly administered by the federal Centers for Medicare & Medicaid Services (CMS) and the South Carolina Department of Health and Human Services, and both will contract with health plans to manage services for beneficiaries.

Your Healthy Connections Prime plan is required to make sure your care continues once you enroll and that it is not disrupted.

You have the right to continue to receive needed medical services. All Healthy Connections Prime plans must honor all prior approvals for all prescription drugs, therapies, or other Medicare or Medicaid services you are receiving at the time of enrollment for 180 days after you enroll. Your Healthy Connections Prime plan will work with you and your doctors to make sure you get the care you need.

If you have a scheduled treatment and just joined a new Healthy Connections Prime health plan, call the new health plan right away. Tell the health plan about your treatment so they can work with you and your provider to arrange it.

Continuing Care: Your Doctors

If your doctor already works with a Healthy Connections Prime plan, and he or she is in their network, you may continue to see that doctor indefinitely. You can ask your doctor if he or she is “in-network” or not.

If your doctor is not in your Healthy Connections Prime plan network—and is an “out-of-network” provider—you may continue to see that doctor for 180 days after enrolling into your new plan. Your plan may also offer your out-of-network doctor the option to sign an agreement with the plan to continue your ongoing treatment without joining the network.

Your Healthy Connections Prime Plan will work with you to identify an appropriate doctor who is in their network to transition to after the 180-day period.

Your Healthy Connections Prime plan may transition you to an “in-network” doctor before the end of the 180-day transition period only if the plan works with you to

complete a comprehensive assessment, identifies a new primary care doctor that is accessible and meets your needs, has a transition care plan in place that is approved by the new primary care doctor, and you agree to transition to this doctor before the end of the 180-day transition period.

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Continuing Care: Long-Term Supports and Services (LTSS) Providers

If you receive Community Long-Term Care services (including personal care, waiver nursing, home care, respite care, community living, adult day health, social work, counseling, independent living assistance, and home delivered meals), you may continue to receive these services during the 180-day transition period, unless a significant change has occurred in your service needs and this is documented during a Long Term Care (LTC) assessment or reassessment.

Continuing Care: Prescription Drugs

During the 180-day transition period, you can request a temporary supply of prescription drugs that are not on your Healthy Connections Prime plan's formulary but are covered by Medicare Part D or Medicaid. A formulary is a list of covered drugs that the plan will pay for.

How to Continue to See Your Out-of-Network Doctor after Joining a Healthy Connections Prime Plan

Talk to both your Healthy Connections Prime plan and your doctor:

Call your Healthy Connections Prime plan and tell them about your scheduled care. Ask if your doctor is in their network.

Tell your doctor that you joined the Healthy Connections Prime plan and ask if they are in the plan's network.

If your doctor is "out-of-network," you, your authorized representative, or your doctor should call your Healthy Connections Prime plan to tell them you want to keep seeing your doctor. The Healthy Connections Prime plan must allow you to keep seeing your doctor for 180 days.

Your Healthy Connections Prime plan should provide information to "out-of-network" providers about joining the plan or signing an agreement to allow them to continue to see you beyond the 180-day transition period.

If you are not happy with your plan's response, contact the Healthy Connections Prime Advocate at **1-844-477-4632**.