

Medicaid Coordinator Resource Page

South Carolina Department of Health and Human Services (SCDHHS) Resources

- Review the Medicaid E-Learning Portal at [Healthy Connections Medicaid E-Learning \(remote-learner.net\)](#). Workshops, online courses, and resources include the following to help providers receive prompt, accurate reimbursement.
 - o Medicaid Basics Overview
 - o Eligibility Checks
 - o Managed Care Approach
 - o Filing Claims
 - o Reviewing Remittance Advices
 - o Third Party Liability
- Review the SCDHHS' School Based Mental Health Services [webpage](#) and find resources as follows:
 - o School Based Alternative/Enhanced Fee Schedule
 - o Unique school IDs o FAQs o SCDHHS RBHS training
 - o Public Notices
 - o Policy Updates
- Review [Local Education Agencies \(LEA\) Provider Manual](#)
- Review Medicaid [Administrative and Billing Manual](#)
- Review and subscribe to receive SCDHHS' [communications updates](#) (i.e., bulletins, press releases, public notices)
 - o Enter email address into the field located on the right side of the page and click 'subscribe'.
- SC School Behavioral Health Academy <https://scsbha.org/>
 - o The SBHA will train personnel in creating safe schools, responding to crises, science-based approaches to counseling, whole-school approaches to preventing mental health and behavioral problems, among many other topics. Training experiences and coaching will evolve based on the preferences and needs of SC communities, which are being assessed through a statewide needs assessment.
- Utilize the Provider Service Center for enrollment, contract, etc. questions at (888) 289-0709 or submit a [form](#) to a Contact Representative for assistance with questions.

Office of Medicaid Services (OMS) Resources

- Review the following in the RBHS and SBRS sections of the OMS [webpage](#):
 - o Trainings
 - o FAQs
 - o Memos
 - o Forms
- Review the following in the Quality Assurance section of the OMS [webpage](#):

- o School District Preparation Guide to prepare your district for a QA review.
- o ISA Navigation Tool and Checklist to assist you in completing the ISA accurately
- o CAP training and Checklist as guidance for developing a CAP
- o All service specific QA checklists that will be utilized for districts' QA reviews
- o IDEA & Medicaid collaborative documents

Centers for Medicare and Medicaid Services (CMS) Resources

- Review the following federal guidance:
 - o Overview of Medicaid and School Based Services [webpage](#)
 - o US Department of Education and School Based Services [webpage](#)
 - o Delivering Service in School-Based Settings: A Comprehensive Guide to Medicaid Services and Administrative Claiming [manual](#)

Managed Care Organizations Resources

- Absolute Total Care
 - o New Provider Orientation- [Absolute Total Care NEW PROVIDER ORIENTATION](#)
 - o Quarterly Townhall Meeting Presentations
 - <https://www.absolutetotalcare.com/providers/resources/forms-resources.html> (select “Healthy Connections (Medicaid) underneath Provider Manuals and Forms)
 - o Provider Resources-<https://www.absolutetotalcare.com/providers/resources.html>
- Healthy Blue
 - o Provider Enrollment
 - Provider Enrollment Portal- [MyPEP \(Provider Enrollment Portal 1.0\): https://bcbssc12.my.site.com/](#) (for applications submitted prior to June 9, 2025)
 - Provider Enrollment Portal-[bluecross-sc.my.site](https://bluecross-sc.my.site.com) (for applications submitted on or after June 9, 2025)
 - Provider Enrollment Portal Manual/User Guide 1.0 (for applications submitted before June 9, 2025): southcarolinablues.com
 - Provider Enrollment Portal Manual/User Guide 2.0 (for applications submitted on or after June 9, 2025): southcarolinablues.com
 - Provider Enrollment Presentation- [Provider Enrollment \(southcarolinablues.com\)](#)
 - Provider Enrollment FAQs- [Provider Enrollment FAQs \(southcarolinablues.com\)](#)
 - o Provider Manual- [SCHB CAID ProviderManual.pdf \(healthybluesc.com\)](#)
 - o Provider Education- [Provider Education \(healthybluesc.com\)](#)
 - o Provider Forms- <https://provider.healthybluesc.com/south-carolina-provider/forms>

o Healthy Blue 101- [PowerPoint Presentation \(healthybluesc.com\)](http://healthybluesc.com)

- Humana

- o Provider Orientation- [HHH in SC Provider Orientation Training \(humana.com\)](http://humana.com)

- o Provider Enrollment- [Join Our Network - Humana](http://humana.com); contact
SCBHMedicaid@humana.com

- o Prior Authorization- <https://provider.humana.com/medicaid/south-carolina-medicaid/prior-authorization>