

**PROVIDER MANUAL SUPPLEMENT
MANAGED CARE**

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MANAGED CARE SUPPLEMENT

INTRODUCTION

The South Carolina Department of Health and Human Services (SCDHHS) offers eligible beneficiaries the option to enroll in a Managed Care program for health care services. Under the program, Medicaid services are administered by contracted Managed Care Organizations (MCOs) and Medical Homes Networks (MHNs). Services may vary from plan to plan according to the contracted terms and conditions between SCDHHS and the managed care contractor. Managed Care Organizations and Medical Home Networks may offer additional services, such as unlimited visits, suspension of copayment requirements or adult vision benefits. Providers should contact the MCO or the MHN directly for prior authorization (PA) requirements before administering services to Medicaid-eligible beneficiaries. Providers should also check Medicaid eligibility and MCO/MHN membership prior to each authorization or delivery of services. Additional information about South Carolina Medicaid Managed Care plans is available on the SCDHHS Web site, www.scdhhs.gov.

This supplement provides contact information for MCOs and MHNs currently participating in the South Carolina Medicaid Managed Care program. Managed Care MCOs and MHNs are subject to change at any time. Providers are encouraged to visit the SCDHHS Web site for the most current listing of participants and the counties in which they are authorized to operate. New participants and their contact information will be added to supplement on a monthly basis.

CURRENT MEDICAID MEDICAL HOMES NETWORKS (MHNS)

The following MHNs are participants in the South Carolina Medicaid Managed Care program. MHN members should present their South Carolina Partners for Health Medicaid Insurance card in order to receive health care services. No additional card is necessary. In most cases, referrals to specialty care providers, from a primary care physician (PCP), do require prior authorization and a PA number from the PCP.

Palmetto Medical Homes Local Network

2007 Cherry Hill Lane

Charleston, SC 29405

(843) 266-8281

www.palmettomhn.com

South Carolina Solutions

132 Westpark Blvd

Columbia, SC 29210

(803) 612-4120 or (866) 793-0006

(803) 612-4152 or (888) 893-0018

www.sc-solutions.org

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CURRENT MEDICAID MANAGED CARE ORGANIZATIONS (MCOs)

South Carolina Medicaid Managed Care Organizations (MCOs) are required to issue a plan identification card to members. Beneficiaries should present both the MCO-issued identification card and the Partners for Health Medicaid Insurance card in order to obtain services. MCO cards contain important information on the beneficiary (name, plan number), the MCO (toll free contact numbers), and the primary care physician (PCP).

The following card samples are used by Medicaid MCOs who are currently authorized to operate in South Carolina. Not all MCOs are authorized to operate in every county of the state. Please consult the SCDHHS Web site at www.scdhhs.gov or call the SCDHHS Division of Care Management at (803) 898-4614 for the current list of authorized plans and counties.

AMERIGROUP Community Care

Amerigroup Corporation

(888) 821-1108

www.myamerigroup.com

 www.myamerigroup.com	Effective Date: 09/01/2007
	Date of Birth: 09/01/1901
AMERIGROUP #: 712348069	
AMERIGROUP Community Care of South Carolina, Inc. Member Name: JANE DOE Medicaid Number: 123456789 Primary Care Provider (PCP): A. CORP PCP Telephone #: (111)111-1111 Vision: 1-888-549-0820 Dental: 1-888-549-0820 Pharmacy: 1-800-600-4441 Amerigroup Member Services/Nurse HelpLine: 1-800-600-4441	
	

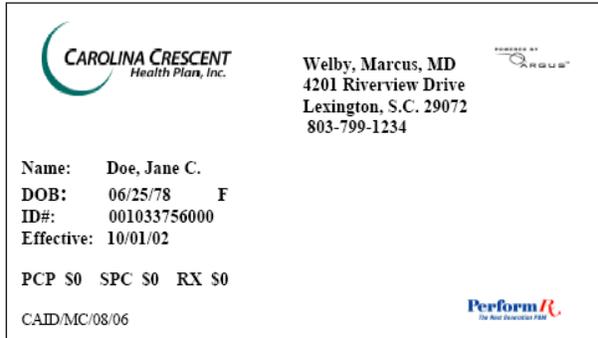
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<p>MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your AMERIGROUP PCP for non-emergency care. If you have questions, call Member Services at 1-800-600-4441. If you are hearing impaired, please call 1-800-855-2880.</p> <p>MIEMBROS: Favor de llevar esta tarjeta con usted en todo momento. Presente esta tarjeta antes de recibir atención médica. No tiene que presentarla para recibir atención de emergencia. Si tiene una emergencia, llame al 911 ó vaya a la sala de emergencia más cercana. Llame siempre a su PCP de AMERIGROUP para atención que no sea de emergencia. Si tiene preguntas, llame a Servicios para Miembros al 1-800-600-4441. Si tiene problemas de audición, favor de llamar al 1-800-855-2880.</p> <p>HOSPITALS: Pre-admission certification is required for all non-emergency admissions including outpatient surgery. For emergency admissions, notify AMERIGROUP within 24 hours after treatment at 1-800-454-3730.</p> <p>PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorizations/billing information, call 1-800-454-3730.</p> <p>PHARMACIES: Submit claims using SXC RXBIN: 610593; PCN: SXC; RXGRP: AGPSC. For technical help, call SXC at 1-800-325-1810.</p> <p>SUBMIT MEDICAL CLAIMS TO: AMERIGROUP - PO BOX 61789 - VIRGINIA BEACH, VA 23466-1789</p> <p>USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD. SC01 09/07</p>

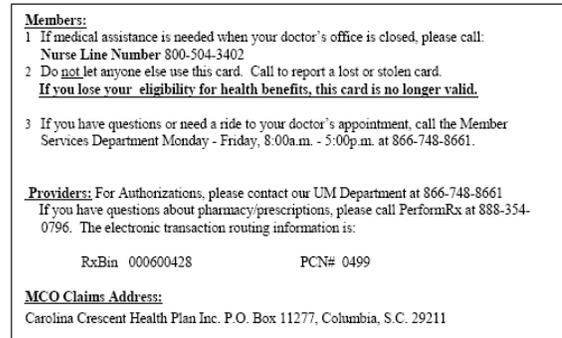
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Carolina Crescent Health Plan, Inc.
 Virginia Commonwealth University Health System
 (866) 748-8661
www.CarolinaCHP.com



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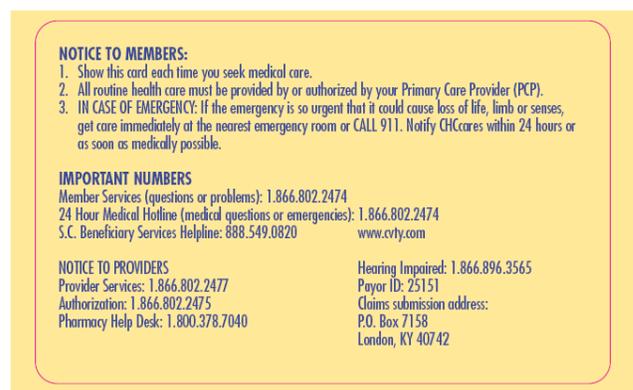


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CHCcares of South Carolina
 Coventry Health Care, Inc.
 (866) 802-2474
www.chcsouthcarolina.com



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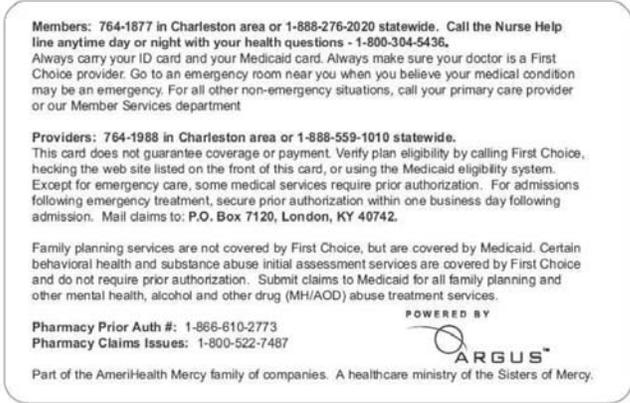
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MANAGED CARE SUPPLEMENT

First Choice of South Carolina
 Select Health of South Carolina, Inc.
 (888) 276-2020
www.selecthealthofsc.com

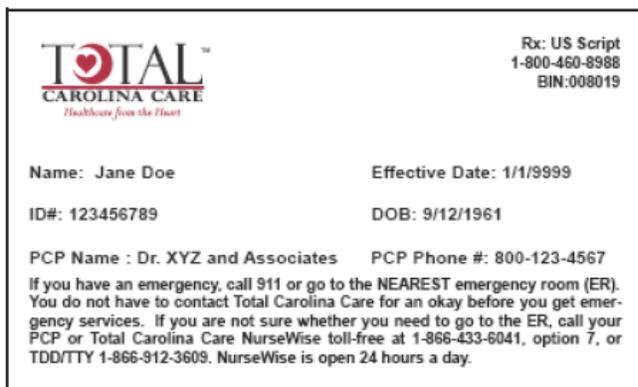


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Total Carolina Care, Inc.
 Centene Corporation
 (866) 433-6041
www.totalcarolinacare.com



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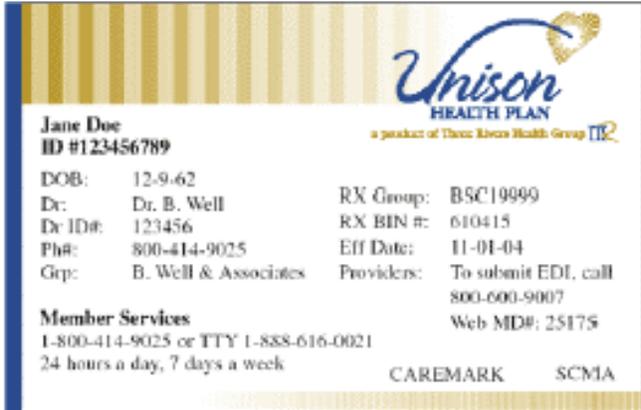
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Unison Health Plan

(800) 414-9025

www.unisonhealthplan.com



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