

Annual Eligibility Review Update

South Carolina Healthy Connections Medicaid

MEMBER FACT SHEET

Medicaid Annual Reviews Will Resume Soon

South Carolina Healthy Connections Medicaid paused its standard annual review process in March 2020. This was done due to the COVID-19 public health emergency.

The federal government directed state Medicaid agencies to restart the standard annual eligibility review process. South Carolina's will restart April 1, 2023.

This does not mean all cases are up for review on April 1. We will review groups of cases each month over the next 12 months. We will let you know when it is time for your review. This gives you time to get any needed documents.

Annual Review Process

We will first try to renew your Medicaid with info already available, such as electronic data about your current pay, or other eligibility requirements. If we can confirm eligibility, you will simply receive a "continuation of benefits" notice. This means your Medicaid will extend another year. If we cannot verify your eligibility, we will send you a form to complete and return.



If we need to send you a review form, we will notify you via mail and text message (if a mobile phone number is on file) so you can prepare. Once you receive your form, you will need to complete and return it. The date it is due will be included in the mail we send you. Once we receive your form, your coverage will continue while your case is reviewed. When we finish, you will receive a notice with a decision.

If you do not have some of the info, fill out as much as you can. Then return your completed form. We will let you know if we need anything.

If the due date has passed, return the form anyway. You may still be covered. If you do not return the form, you may lose your Medicaid coverage.

What You Can Do Now

Have you moved or changed your phone number in the last couple of years? If so, please take a moment to make sure we have your current contact info. You can update your contact info in one of a few ways:

- Visit us online at apply.scdhhs.gov. Select the "[Change of address tool](#)"
- Call us at 888-549-0820 from 8 a.m. to 6 p.m. Monday – Friday
- Visit your [local eligibility office](#)

If you receive an annual review form, complete it fully and clearly. Then return the form by the date listed. Use one of the options below.

- Online – Use our document upload tool at apply.scdhhs.gov
- Fax – (888) 820-1204
- Email – 8888201204@fax.scdhhs.gov
- Mail – SCDHHS Central Mail, PO Box 100101, Columbia, SC 29202
- In-person – Visit scdhhs.gov for a list of [local eligibility offices](#)

Visit www.scdhhs.gov/annualreviews for the latest info.