

Healthy Connections *Visual*

MEDICAID BASICS BOOK



➤ Resources

An illustrated companion to the interactive courses at: [MedicaidLearning.com](https://www.MedicaidLearning.com).

Updated June 2024

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Provider Manuals

Each provider specialty has its own manual. Some content is common to all manuals; other content is program-specific.

Document	Explanation
Provider Administrative and Billing Manual	<ul style="list-style-type: none"> • Used by all provider types • Standard policy and practices for all policy program areas • Record / Documentation requirements • Reimbursement • Anti-fraud provisions, program integrity & utilization information • Provider exclusions / suspensions • Claim filing policies • Billing procedures
Provider Specific Provider Manuals	<ul style="list-style-type: none"> • Program-specific policies: provider qualifications; and staff, documentation, beneficiary, and billing requirements • Includes Procedure Code section which lists (in most manuals) codes that require prior authorization and who they require prior authorization from
Forms	<ul style="list-style-type: none"> • Located with each provider specific Provider Manual • Includes all forms for each provider type
Appendix 1: Edit Codes, CARCs/RARCs, and Resolutions	<ul style="list-style-type: none"> • Located with each provider specific Provider Manual • Provides all edit codes and how to correct them
Appendix 2: Carrier Codes	<ul style="list-style-type: none"> • Located with each provider specific Provider Manual • Provides the character code to key on claims instead of the name of each possible primary insurances' name
Third Party Liability Supplement	<ul style="list-style-type: none"> • Located with each provider specific Provider Manual • Provides additional information to correctly file third-party liability claims • Provides third-party liability policies
Managed Care Supplement	<ul style="list-style-type: none"> • Located with each provider specific Provider Manual • Provides managed care policies and information

Obtaining a Provider Manual

Provider manuals are available electronically at <https://www.scdhhs.gov/provider-manual-list>

Electronic

Free

Download from the SCDHHS Web site

Provider Manual Navigation

The screenshot shows a web browser window with a search bar on the left and a table of contents on the right. The search bar has a text input field and a 'Search' button. Below the input field are four checkboxes: 'Whole words only', 'Case-Sensitive', 'Include Bookmarks', and 'Include Comments'. The table of contents is titled 'SECTION 5 ADMINISTRATIVE SERVICES' and 'TABLE OF CONTENTS'. It lists various sections and their page numbers.

Physicians Provider Manual Manual Updated 09/01/11

SECTION 5
ADMINISTRATIVE SERVICES

TABLE OF CONTENTS

GENERAL INFORMATION	1
ADMINISTRATION.....	1
CORRESPONDENCE AND INQUIRIES.....	1
PROCUREMENT OF FORMS	3
REPRODUCIBLE NEGATIVES.....	3
SOFTWARE.....	3
HARD COPY CLAIM FORMS.....	3
PRIVATE VENDORS.....	3
FAX REQUESTS.....	4
WEB ADDRESS.....	4

Search for a particular word. (Press Ctrl-F for the search screen.)

Click the page for the topic you wish to view.

Updates

Change Control Record (CCR) documents all changes made to each manual.

Date of change

- Check the SCDHHS Web site monthly for minor or non-policy changes made on the 1st of every month.
- Any policy changes are announced by bulletin.

CHANGE CONTROL RECORD

Date	Section	Page(s)	Change
12-01-11	2	70 85	<ul style="list-style-type: none"> Updated Prescription policy Added Alcohol and Drug Testing policy to reflect Medicaid Bulletin dated November 3, 2011
12-01-11	4	12 18	<ul style="list-style-type: none"> Deleted codes 22551 and 22552 Added codes 22551 and 22552
11-10-11	2	36	Deleted reference to Q0091 in first paragraph

Changes documented on the CCR since the “birth” of the manual.

Adobe Reader

Adobe Reader

- Used to view PDF files: manuals, bulletins, forms
- Free** - already installed on most computers
- Available at: www.adobe.com

SCDHHS Web site

SOUTH CAROLINA
Healthy Connections
 MEDICAID

Report Fraud

SEARCH

GETTING MEDICAID **FOR PROVIDERS** MEDIA ROOM USEFUL TOOLS ABOUT US

- Provider Manuals
- Fee Schedules
- Provider Enrollment
- Training Opportunities
- Contact a Provider Representative
- EHR Incentives
- Managed Care
- Provider Areas
- Enrolled Providers

Apply for South Carolina Medicaid
 the new online application for Healthy Connections,
 our program for better care, better value and better health.

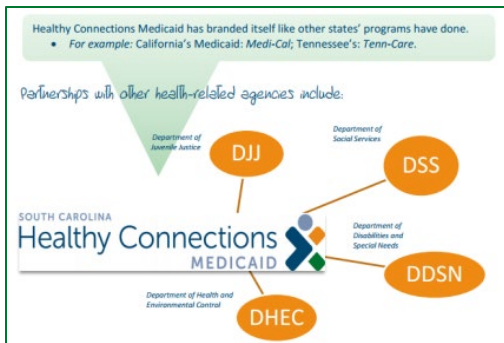
Visit the Federal Marketplace
 if you qualify for federal assistance in purchasing
 insurance at HealthCare.gov.

www.SCDHHS.gov
 Medicaid information · Provider manuals · Managed Care information · Fee
 schedules and crosswalks (new procedure codes that are HIPAA compliant) · Edit
 codes and carrier codes · Electronic filing resources: Trading Partner Agreements,
 Companion Guides (used to help providers transfer software to meet HIPAA
 compliance regulations)

Online Learning

Locate provider training and resources at MedicaidLearning.com.

Choose from a variety of learning tools...



Menu

CARRIER ↑

HEALTH INSURANCE CLAIM FORM
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

<input type="checkbox"/> PICA	1. MEDICARE <input type="checkbox"/> MEDICAID <input type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA (CLING) <input type="checkbox"/> OTHER <input type="checkbox"/>	1a. INSURED'S I.D. NUMBER (For Program in Item 1)	PICA <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(Medicare#) <input type="checkbox"/> (Medicaid#) <input type="checkbox"/> (ID#/DoD#) <input type="checkbox"/> (Member ID#) <input type="checkbox"/>	3. PATIENT'S BIRTH DATE MM <input type="text"/> DO <input type="text"/> YY <input type="text"/> SEX M <input type="checkbox"/> F <input type="checkbox"/>	4. INSURED'S NAME (Last Name, First Name, Middle Initial)	

Bulletins



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December 3, 2013
MB# 13-061

MEDICAID BULLETIN

All

TO: All Providers

SUBJECT: Discontinuation of Edit Correction Forms (ECFs)

The South Carolina Department of Health and Human Services is improving provider communications regarding the status of claims submitted to SC Medicaid. Effective **January 3, 2014**, providers will no longer receive Edit Correction Forms (ECFs) for rejected claims. Additionally, effective **April 1, 2014**, SC Medicaid will no longer accept provider corrected ECFs. Providers will be required to submit a new claim form to resolve billing edits. This change will allow SC Medicaid to keep providers informed of the status of each claim.

Bulletins

- Used by SCDHHS to inform providers of policy changes
- Issued as necessary
- Available by automatic e-mail notification upon request
- To subscribe, go to bulletin.scdhhs.gov
- Otherwise, visit the scdhhs.gov website to view bulletins that have been issued

Provider Workshops

SCDHHS offers free workshops for providers that you'll be notified about if you've subscribed to receive bulletins.

FREE WORKSHOPS: January-March 2015

Medicaid Basics (click to register)
Jan. 13 • Feb. 10 • March 10 — 10 a.m.-4 p.m., Columbia
March 5 — 10 a.m.- 4 p.m., Charleston
Discover the South Carolina Healthy Connections Medicaid Program. This course provides overviews on general policies and topics such as: eligibility, claim filing options, the remittance package, Third Party Liability (TPL) and claim-level adjustments.

KEPRO Quality Improvement Training (click to register)
Jan. 20 — 9 a.m.-Noon, Greenville Jan. 21 — 9 a.m.-Noon, Florence
Jan. 22 — 9 a.m.-Noon, Charleston Jan. 23 — 9 a.m.-Noon, Columbia
Held in conjunction with Keystone Peer Review Organization (KEPRO), this annual quality improvement training includes requirements, updates and a review of the process and procedures for prior authorization.

Comprehensive Web Tool (click to register)
Jan. 21 • Feb. 18 • March 18 — 10 a.m.-3 p.m., Columbia
Explore all the available features on the South Carolina Healthy Connections Medicaid Web-based Claims Submission Tool. This class navigates claim entry and submission as well as how to check eligibility, claim status and e-remits in the online tool.

Overview of Third Party Liability (click to register)
Jan. 27 • Feb. 26 • March 26 — 10 a.m.-3 p.m., Columbia
Examine Third Party Liability (TPL) reporting responsibilities, refund process, claim adjudication, edit resolution and other resource information.

Overview of Claim-level Adjustments (click to register)
Jan. 29 — 10 a.m.-12:30 p.m., Columbia
Learn the detail-level process that gives professional providers the capability of submitting claim-level adjustments directly to South Carolina Healthy Connections Medicaid.

To register for a workshop, visit MedicaidLearning.com or call 1 (888) 289-0709 and select option 1.

Resources and training content are also available online at MedicaidLearning.com. For KEPRO Prior Authorization online training, visit scdhhs.kepro.com/content/training.aspx?t=GEN.

Better Care. Better Value. Better Health.

Obtaining a National Provider Identifier (NPI)



- Web: <https://nppes.cms.hhs.gov>
- Toll-free number
 - (800)465-3203 or (800)692-2326 (TTY)
- Email: customerservice@npienumerator.com
- Mailing address
 - NPI Enumerator
 - PO Box 6059
 - Fargo, ND 58108-6059