

Frequently Asked Questions

South Carolina Medicaid (Healthy Connections) Community Choices Waiver

<https://www.medicaidplanningassistance.org/south-carolina-community-choices-waiver/>

How will I know if I qualify for Medicaid?

First, you must apply. You may use our online application tool at apply.scdhhs.gov, contact Healthy Connections at (888) 549-0820 to request a paper application by mail or apply in person at your local county office. You can return your application and supporting documents electronically to 8888201204@fax.scdhhs.gov, by mail to SCDHHS-Central Mail, P.O. Box 100101, Columbia, SC 29202-3101, or your **local county office**.

Healthy Connections will take certain criteria into account when determining eligibility. If you or someone in your family needs health care, you should apply for Medicaid even if you are not sure of your eligibility. Some income and assets, like home ownership, may not count against you, depending on your situation. You are encouraged to apply if:

- You are pregnant or think you may be pregnant
- You are or have a child or teenager age 18 or under
- You or your child is in foster care or adopted
- You have been diagnosed with breast or cervical cancer
- You are blind
- You have a disability or disabilities
- You need nursing home care
- You are over the age of 65
- You have very low or no income

How long does it take Healthy Connections to determine my Medicaid eligibility?

Generally, it takes up to 45 days for Healthy Connections to determine eligibility, though determination times can increase for certain applicant categories.

The federal Marketplace told me I've been assessed as Medicaid eligible in South Carolina. What should I do?

The federal **Marketplace** will forward your information to SC Healthy Connections for a final eligibility determination. Healthy Connections will notify you when we have made a determination on your eligibility.

How long will it take for me to receive my Medicaid card?

You should receive your Medicaid card within one week of being determined eligible.

What if I am turned down for Medicaid?

If you do not qualify for Healthy Connections Medicaid, you may find an affordable option through the federal **Marketplace**.

Visit **healthcare.gov** or call 1-800-318-2596 for more information.

I have been turned down for Medicaid and need medical assistance right away. What can I do?

Federally Qualified Health Centers (FQHC) and other Community Health Centers (CHC) offer comprehensive medical services, including dental services and prescription drugs, to patients with no health insurance. You often only pay what you can afford, based on your income.

Search for FQHCs in South Carolina

I would like to appeal a denial. What are my next steps?

If you received a denial from the federal **Marketplace**, you must send your appeal to the Marketplace (see below). If you received a denial from SC Healthy Connections, you must send your appeal to SC Healthy Connections. Healthy Connections cannot process an appeal to the Marketplace and vice versa.

Federal Marketplace Appeals: Your notice from the Marketplace will contain appeals instructions, including the number of days you have to file an appeal. For more information, call 1-800-318-2596 or visit [healthcare.gov](https://www.healthcare.gov).

If You Received a Denial South Carolina Healthy Connections (Medicaid)?

If you have questions about the Medicaid policies and other factors used to reach this decision, please feel welcome to contact the Healthy Connections Medicaid Member Contact Center at (888) 549-0820 (TTY (888) 842-3620). If you receive Community Long Term Care (CLTC) services, please contact your CLTC representative for assistance. You have 30 days from the date of this notice to submit new information or submit any information that we previously requested.

If You Would Like to Request a Fair Hearing

You have the right to appeal this decision at a hearing, called a “fair hearing,” with the South Carolina Department of Health and Human Services (SCDHHS), the agency that administers Medicaid in South Carolina. You may represent yourself at the hearing, hire an attorney to help you, or have someone speak on your behalf. In your fair hearing request, you should specifically state which issue(s) you wish to appeal and attach a copy of the notification received from SCDHHS regarding the specific matter on appeal. If you submit a fair hearing request within 10 days of the date of this action, you may be eligible to continue to receive Medicaid benefits until a decision is made regarding the issue you seek to appeal. If you decide to continue

receiving benefits during the fair hearing process, you may be asked to repay any charges to your Medicaid account if the decision is not in your favor.

You must submit a request for a fair hearing no later than 30 calendar days from the date of this eligibility decision via one of the following methods:

- **Online** - www.scdhhs.gov/appeals
- **Fax** - (803) 255-8251
- **Email** - appeals@scdhhs.gov
- **Phone** - (888) 549-0820 / TTY (888) 842-3620
- **Mail** - SCDHHS Division of Appeals and Hearings, PO Box 8206, Columbia, SC, 29202
 - A request for a fair hearing by mail is considered filed if postmarked by the thirtieth (30th) calendar day following receipt of this notification.
- **In Person** - Hand deliver your written appeal request to a Healthy Connections Medicaid (SCDHHS) county office or visit the county office to tell us verbally that you would wish to appeal. You can find a [full list of addresses online](#) or by calling (888) 549-0820.

You may request an expedited hearing if you feel that the standard fair hearing timeframe could jeopardize an individual's life, health or ability to attain, maintain or regain maximum function. Contact SCDHHS to make the request, state that you are requesting an expedited fair hearing and explain why. To avoid delays in the process, please submit any supporting documentation with the request for expedited review or immediately thereafter. While supporting documentation is not required, the Division of Appeals and Hearings will determine if expedited treatment will be granted, based on the information made available at the time we consider the request.

If SCDHHS denies the request to expedite, the appeal will follow the standard 90-day timeframe.

[Appeals and Hearings FAQs](#)

How much income can I receive and still be eligible for Medicaid?

Whether your income level qualifies you or your family for Medicaid depends on the size of your family and the Medicaid program for which you are applying. Income limits are set each year by the federal **Department of Health and Human Services**. These income limits are based on the **Federal Poverty Level (FPL)** and vary for different family sizes and programs. Healthy Connections will determine the income limit for you and your family when you apply.

What if I didn't file taxes last year?

Filing taxes is not a requirement for Medicaid eligibility. We look at what income you are receiving at the time you file your application for Medicaid. We do ask questions about your plans for filing taxes next year to help make the decision.

If I have private health insurance, am I eligible for Medicaid?

Yes. If your income is low, and you have minor children, you and your children can have private health insurance and still be eligible for Medicaid.

Does my Medicaid from another state work the same now that I live in South Carolina?

No. Medicaid is different from state to state.

I would like to see a copy of the applicant's rights and responsibilities.

The Rights and Responsibilities are **available online** and are also included on the signature page of the Healthy Connections Application.