

About this Document

Have you ever needed a link that would take you directly to a website that has the key information you are looking for? Do you need to speak to a live person regarding a key reimbursement-related question? If so, this document can help and/or point you in the right direction to get your questions answered.

Below you will find website addresses/links and telephone numbers that may assist you in locating helpful information from Healthy Connections, South Carolina's Medicaid agency, regarding questions such as patient eligibility and where to locate provider billing manuals.

South Carolina Medicaid Telephone Numbers

South Carolina Department of Health and Human Services administers and oversees Healthy Connections, South Carolina's Medicaid program.

- General Telephone Number: (888) 549-0820
- Help with Medical Claims: (800) 726-8774
- Provider Information: (888) 289-0709
- Office of Eligibility & Member Services: (800) 898-2590

Healthy Connections Provider and Billing Manuals

The South Carolina Department of Health and Human Services Healthy Connections provides various websites that contain useful information such as Medicaid agency contacts, information for provider eligibility and patient eligibility, as well as billing manuals.

Healthy Connections Web Portal: <https://portal.scm Medicaid.com/login>

Healthy Connections List of Medicaid Contacts: <https://www.scdhhs.gov/contact>

South Carolina Department of Health and Human Services, Healthy Connections List of Provider Manuals: <https://www.scdhhs.gov/provider-manual-list>

- Healthy Connections Provider Fee Schedules: <https://www.scdhhs.gov/providers/fee-schedules>

- EPSDT Provider Resources: <https://www.scdhhs.gov/resources/programs-and-initiatives/epsdt/providers>
- Federally Qualified Health Center Behavioral Health Services Provider Manual: <https://provider.scdhhs.gov/internet/pdf/manuals/FQHC/Manual.pdf>
- Rural Health Center Behavioral Health Services Provider Manual: <https://provider.scdhhs.gov/internet/pdf/manuals/RHC/Manual.pdf>
- Physician Services Provider Manual: https://dc.statelibrary.sc.gov/bitstream/handle/10827/43907/DHHS_Physicians_Services_Provider_Manual_2022-03-01.pdf?sequence=1&isAllowed=y
- Licensed Independent Practitioner’s (LIP) Rehabilitative Services Provider Manual: <https://provider.scdhhs.gov/internet/pdf/manuals/LIPS/Manual.pdf>
- Enhanced Services Provider Manual: <https://provider.scdhhs.gov/internet/pdf/manuals/Enhanced/Manual.pdf>

Supervision of Associate Behavioral Health Providers

Associate behavioral health providers, such as Licensed Marriage and Family Therapist Associates and Licensed Professional Clinical Counselor Associates, are licensed providers who have not yet fulfilled their hours of supervision to independently bill for services. Their work and contribution to the care of patients requires general supervision until they have obtained all their required hours to practice independently.



Healthy Connections follows the regulations of South Carolina’s American Association for Marriage and Family Therapy and South Carolina’s Labor Licensing Regulations for Professional Counseling:

- https://www.aamft.org/Advocacy/State_Resources/South%20Carolina.aspx#:~:text=Marriage%20and%20Family%20Therapist%20Associate%20License%20Requirements,hours%20with%20similar%20educational%20standards
- <https://llr.sc.gov/cou/pc.aspx>

The American Academy of Pediatrics Periodicity Schedule

Bright Futures, led by the American Academy of Pediatrics (AAP), and supported in part by the US Department of Health and Human Services, Health Resources and Services Administration (HRSA), is a national health promotion and prevention initiative program. The Bright Futures Guidelines provide evidence-driven guidance for all preventive care screenings and health supervision visits. The Bright Futures Periodicity Schedule, also referred to as the periodicity table, lists recommended pediatric

services such as screening requirements, and is adopted by the South Carolina Department of Health and Human Services.

- The AAP’s Bright Futures 2023 Periodicity Schedule:
<https://www.aap.org/en/practice-management/bright-futures/bright-futures-materials-and-tools/bright-futures-guidelines-and-pocket-guide/>
 - Once in the page, click onto the hyperlink labeled, “Bright Futures/AAP Periodicity Schedule.”
- The South Carolina Department of Health and Human Services, Healthy Connections website also offers information on the periodicity schedule: <https://www.scdhhs.gov/resources/programs-and-initiatives/epsdt/providers/periodicity-schedule>



Medical Necessity Based on Z-Codes for Mental/Behavioral Health Services

The South Carolina Department of Health and Human Services Healthy Connections Medicaid program allows the utilization of Z-codes as primary diagnosis codes when billing for psychotherapy services.

The Licensed Independent Practitioner’s Rehabilitative Services Manual, FQHC Behavioral Health Services Manual, and the Rural Health Clinic (RHC) Behavioral Health Services Provider Manual linked above all provide identical guidance in the “Covered Population-Eligibility/Special Populations” area of their manuals, on the ability to use Z-codes when billing for behavioral health services.

The guidance advises that a psychiatric diagnosis is required from the current edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM) and/or the International Classification of Diseases (ICD), Clinical Modification (ICD-CM) (excluding irreversible dementias, intellectual disabilities or related disabilities, and developmental disorders, unless they co-occur with a serious mental disorder that meets current edition DSM criteria).

Applicable to HealthySteps, guidance also advises that patients who are between the ages of 0-6 do not have a time limit on the use of Z-codes. It also states that the clinical documentation justifying the need for continued services, maintained in the child’s clinical record, is what is needed for the extension of utilizing a Z-code(s) to support medical necessity for services.

When reviewing the behavioral health services listed in these manuals, they all cover psychotherapy, including family psychotherapy; therefore, any other behavioral health services intended to be reported with a Z-code(s) should be verified with insurance carriers on their eligibility of reimbursement.

Sources

1. South Carolina Department of Health and Human Services Healthy Connections Medicaid. (February 1, 2023). Federally Qualified Health Center (FQHC) Behavioral Health Services Manual. Retrieved on 8/8/2023 from <https://provider.scdhhs.gov/internet/pdf/manuals/FQHC/Manual.pdf>.
2. South Carolina Department of Health and Human Services Healthy Connections Medicaid. (January 1, 2020). Rural health Clinic (RHC) Behavioral Health Services Provider Manual. Retrieved on 8/9/2023 from <https://provider.scdhhs.gov/internet/pdf/manuals/RHC/Manual.pdf>.
3. South Carolina Department of Health and Human Services Healthy Connections Medicaid. (March 1, 2022). Physician Services Manual. Retrieved on 8/9/2023 from https://dc.statelibrary.sc.gov/bitstream/handle/10827/43907/DHHS_Physicians_Services_Provider_Manual_2022-03-01.pdf?sequence=1&isAllowed=y.
4. South Carolina Department of Health and Human Services Healthy Connections Medicaid. (May 11, 2023). Licensed Independent Practitioner's (LIP) Rehabilitative Services Provider Manual. Retrieved on 8/21/2023 from <https://provider.scdhhs.gov/internet/pdf/manuals/LIPS/Manual.pdf>.
5. South Carolina Department of Health and Human Services Healthy Connections Medicaid. (2023). Medicaid Web Portal. Retrieved on 8/9/2023 from <https://portal.scmcaid.com/login>.
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7. South Carolina Department of Health and Human Services Healthy Connections Medicaid. (2023). Provider Fee Schedules. Retrieved on 8/10/2023 from <https://www.scdhhs.gov/providers/fee-schedules>.
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10. South Carolina Department of Health and Human Services. (2023). Bright Futures/American Academy of Pediatrics (AAP) Medical Periodicity Schedule. Retrieved on 8/10/2023 from <https://www.scdhhs.gov/resources/programs-and-initiatives/epsdt/providers/periodicity-schedule>.