

## FORMS

Number	Name	Revision Date
DHHS 126	<a href="#">Confidential Complaint</a>	06/2007
DHHS 205	<a href="#">Medicaid Refunds</a>	01/2008
DHHS 931	<a href="#">Health Insurance Information Referral Form</a>	01/2008
	<a href="#">Reasonable Effort Documentation</a>	04/2014
	<a href="#">Electronic Funds Transfer (EFT) Authorization Agreement</a>	08/2017
	<a href="#">Duplicate Remittance Advice Request Form</a>	09/2017
	<a href="#">Claim Reconsideration Form</a>	09/2017
CMS-1500 (02/12)	<a href="#">Sample Claim Showing TPL Denial with NPI</a>	02/2012
	<a href="#">Sample Remittance Advice</a>	04/2014
DHHS 259	<a href="#">Interim Medicaid Targeted Case Management Transition Form w/Instructions (four pages)</a>	04/2017
	<a href="#">Freedom of Choice</a>	01/2016
	<a href="#">Freedom of Choice -Spanish</a>	01/2016
	<a href="#">Fax Cover Sheet</a>	07/2017
	<a href="#">MTCM Prior Authorization Request</a>	07/2017
	<a href="#">Parent/Caregiver/Guardian Agreement to Participate in MTCM Services</a>	01/2016
	<a href="#">Parent/Caregiver/Guardian Agreement to Participate in MTCM Services - Spanish</a>	01/2016



**STATE OF SOUTH CAROLINA  
DEPARTMENT OF HEALTH  
AND HUMAN SERVICES**

# CONFIDENTIAL COMPLAINT

SEND TO: DIRECTOR, DIVISION OF PROGRAM INTEGRITY  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
P.O. BOX 100210, 1801 MAIN STREET, COLUMBIA, SOUTH CAROLINA 29202-3210

## PROGRAM INTEGRITY

THIS REPORT IS DESIGNED FOR THE REPORTING OF POSSIBLE ABUSE BY MEDICAID PROVIDERS AND/OR RECIPIENTS. USE THE SPACE BELOW TO EXPLAIN IN DETAIL YOUR COMPLAINT. PLEASE IDENTIFY YOURSELF AND WHERE YOU CAN BE REACHED FOR FUTURE REFERENCES. UNLESS OTHERWISE INDICATED, ALL INFORMATION SHOULD BE PRINTED OR TYPED.

YOUR COMPLAINT WILL REMAIN CONFIDENTIAL.

SUSPECTED INDIVIDUAL OR INDIVIDUALS:

NPI or MEDICAID PROVIDER ID: (if applicable)

MEDICAID RECIPIENT ID NUMBER: (if applicable)

ADDRESS OF SUSPECT:

LOCATION OF INCIDENT:

DATE OF INCIDENT:

COMPLAINT:

NAME OF PERSON REPORTING: (Please print)

SIGNATURE OF PERSON REPORTING:

DATE OF REPORT

ADDRESS OF PERSON REPORTING:

TELEPHONE NUMBER OF PERSON REPORTING:

SIGNATURE: (SCDHHS Representative Receiving Report)

**South Carolina Department of Health and Human Services  
Form for Medicaid Refunds**

**Purpose:** This form is to be used for all refund checks made to Medicaid. This form gives the information needed to properly account for the refund. If the form is incomplete, the provider will be contacted for the additional information.

**Items 1, 2 or 3, 4, 5, 6, & 7 must be completed.**

**Attach appropriate document(s) as listed in item 8.**

**1. Provider Name:** \_\_\_\_\_

**2. Medicaid Legacy Provider #**   
(Six Characters)

**OR**

**3. NPI#**

**& Taxonomy**

**4. Person to Contact:** \_\_\_\_\_

**5. Telephone Number:** \_\_\_\_\_

**6. Reason for Refund:** [check appropriate box]

- ☐ Other Insurance Paid (please complete **a – f** below and attach insurance EOMB)
- a** Type of Insurance: ( ) Accident/Auto Liability ( ) Health/Hospitalization
- b** Insurance Company Name \_\_\_\_\_
- c** Policy #: \_\_\_\_\_
- d** Policyholder: \_\_\_\_\_
- e** Group Name/Group: \_\_\_\_\_
- f** Amount Insurance Paid: \_\_\_\_\_

- ☐ Medicare
- ( ) Full payment made by Medicare
- ( ) Deductible not due
- ( ) Adjustment made by Medicare

☐ Requested by DHHS (please attach a copy of the request)

☐ Other, describe in detail reason for refund:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

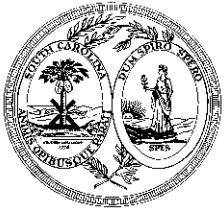
**7. Patient/Service Identification:**

Patient Name	Medicaid I.D.# (10 digits)	Date(s) of Service	Amount of Medicaid Payment	Amount of Refund

**8. Attachment(s):** [Check appropriate box]

- ☐ Medicaid Remittance Advice (required)
- ☐ Explanation of Benefits (EOMB) from Insurance Company (if applicable)
- ☐ Explanation of Benefits (EOMB) from Medicare (if applicable)
- ☐ Refund check

Make all checks payable to: South Carolina Department of Health and Human Services  
Mail to: SC Department of Health and Human Services  
Cash Receipts  
Post Office Box 8355  
Columbia, SC 29202-8355



**SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES  
MEDICAID HEALTH INSURANCE INFORMATION REFERRAL FORM**

Provider or Department Name: \_\_\_\_\_ Provider ID or NPI: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

**I ADD INSURANCE FOR A MEDICAID BENEFICIARY WITH NO INSURANCE IN THE MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS) – ALLOW 25 DAYS**

Beneficiary Name: \_\_\_\_\_ Date Referral Completed: \_\_\_\_\_

Medicaid ID#: \_\_\_\_\_ Policy Number: \_\_\_\_\_

Insurance Company Name: \_\_\_\_\_ Group Number: \_\_\_\_\_

Insured's Name: \_\_\_\_\_ Insured SSN: \_\_\_\_\_

Employer's Name/Address: \_\_\_\_\_

**II CHANGES TO AN INSURANCE RECORD THAT IS IN THE MMIS – MIVS SHALL WORK WITHIN 5 DAYS**

- \_\_\_\_\_ a. beneficiary has never been covered by the policy – close insurance.
- \_\_\_\_\_ b. beneficiary coverage ended - terminate coverage (date) \_\_\_\_\_
- \_\_\_\_\_ c. subscriber coverage lapsed - terminate coverage (date) \_\_\_\_\_
- \_\_\_\_\_ d. subscriber changed plans under employer - new carrier is \_\_\_\_\_  
- new policy number is \_\_\_\_\_
- \_\_\_\_\_ e. beneficiary to add to insurance already in MMIS for subscriber or other family member.  
(name) \_\_\_\_\_

**ATTACH A COPY OF THE APPROPRIATE DOCUMENTATION TO THIS FORM.**

Submit this information to Medicaid Insurance Verification Services (MIVS).

**Fax:** 803-252-0870 **or** **Mail:** Post Office Box 101110  
Columbia, SC 29211-9804

**III NEW POLICY NUMBERS FOR INSURANCE IN THE MMIS WITH THE SUBSCRIBER SSN  
(SCDHHS is collecting new unique policy numbers and plans to replace existing insurance records through MMIS online modification as computer resources are available.)**

Medicaid Beneficiary ID: \_\_\_\_\_ SSN: \_\_\_\_\_

Carrier Name/Code: \_\_\_\_\_ New Unique Policy Number: \_\_\_\_\_

Submit this information to South Carolina Department of Health and Human Services (SCDHHS).

**Fax:** 803-255-8225 **or** **Mail:** Post Office Box 8206, Attention TPL  
Columbia, SC 29202-8206



**SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES  
REASONABLE EFFORT DOCUMENTATION**

**PROVIDER** \_\_\_\_\_ **DOS** \_\_\_\_\_

**NPI or MEDICAID PROVIDER ID** \_\_\_\_\_

**MEDICAID BENEFICIARY NAME** \_\_\_\_\_

**MEDICAID BENEFICIARY ID#** \_\_\_\_\_

**INSURANCE COMPANY NAME** \_\_\_\_\_

**POLICYHOLDER** \_\_\_\_\_

**POLICY NUMBER** \_\_\_\_\_

**ORIGINAL DATE FILED TO INSURANCE COMPANY** \_\_\_\_\_

**DATE OF FOLLOW UP ACTIVITY** \_\_\_\_\_

**RESULT:**

**FURTHER ACTION TAKEN:**

**DATE OF SECOND FOLLOW UP** \_\_\_\_\_

**RESULT:**

**I HAVE EXHAUSTED ALL OPTIONS FOR OBTAINING A PAYMENT OR SUFFICIENT  
RESPONSE FROM THE PRIMARY INSURER.**

\_\_\_\_\_  
**(SIGNATURE AND DATE)**

**ATTACH A COPY OF THE FORM TO A NEW CLAIM AND FORWARD TO YOUR  
MEDICAID CLAIMS PROCESSING POST OFFICE BOX.**

**South Carolina Department of Health and Human Services**  
**Electronic Funds Transfer (EFT) Authorization Agreement**

**PROVIDER INFORMATION**

Provider Name \_\_\_\_\_  
Doing Business As Name (DBA) \_\_\_\_\_  
Provider Address  
Street \_\_\_\_\_  
City \_\_\_\_\_ State/Province \_\_\_\_\_  
Zip Code/Postal Code \_\_\_\_\_ Medicaid Provider Number \_\_\_\_\_  
Provider Federal Identification Number (TIN) or  
Employer Identification Number (EIN) \_\_\_\_\_  
National Provider Identifier (NPI) \_\_\_\_\_  
Provider EFT Contact Information  
Provider Contact Name \_\_\_\_\_  
Telephone Number \_\_\_\_\_ Telephone Number Extension \_\_\_\_\_  
Email Address \_\_\_\_\_

**FINANCIAL INSTITUTION INFORMATION**

Financial Institution Name \_\_\_\_\_  
Financial Institution Address \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State/Province \_\_\_\_\_  
Zip Code/Postal Code \_\_\_\_\_  
Financial Institution Routing Number \_\_\_\_\_  
Type of Account at Financial Institution (select one) ☐ Checking ☐ Savings  
Provider's Account Number with Financial Institution \_\_\_\_\_  
Account Number Linkage to Provider Identifier (select one)  
☐ Provider Tax Identification Number (TIN)  
☐ National Provider Identifier (NPI)

**REASON FOR SUBMISSION:** ☐ New Enrollment ☐ Change Enrollment ☐ Cancel Enrollment

By signing this form, I authorize the Department of Health and Human Services to initiate credit entries and to initiate, if necessary, debit entries for any credit entries in error to the checking or savings account indicated above at the financial institution identified above. Credit entries will pertain only to the Department of Health and Human Services payment obligations resulting from Medicaid services rendered by the provider. In the event of excess payment to this bank account, I authorize the Department of Health and Human Services to make an adjusting debit entry to the account up to the amount of the excess payment. Credit entries to the above account are done with the understanding that payment will be from federal and/or state funds and that any false claims, statements or documents or concealments of a material fact, may be prosecuted under applicable federal or state laws. I certify that the information shown is correct and agree to provide thirty (30) days written notice to the address shown below prior to revoking or revising this authorization.

**All EFT requests are subject to a 15-day pre-certification period in which all accounts are verified by the qualifying financial institution before any Medicaid direct deposits are made.**

Written Signature of Person Submitting Enrollment \_\_\_\_\_  
Printed Name of Person Submitting Enrollment \_\_\_\_\_  
Submission Date \_\_\_\_\_

TO PROCESS YOUR EFT ENROLLMENT OR CHANGE EXISTING INFORMATION, PLEASE RETURN THIS COMPLETED FORM ALONG WITH VERIFICATION OF YOUR ELECTRONIC DEPOSIT INFORMATION ON YOUR FINANCIAL INSTITUTION'S LETTERHEAD TO:

Department of Health and Human Services  
Medicaid Provider Enrollment  
P.O. BOX 8809, COLUMBIA, S.C. 29202-8809  
FAX (803) 870-9022

**SPECIAL INSTRUCTIONS:** For questions regarding the status of your EFT enrollment, please contact the Provider Service Center at 1-888-289-0709. Please refer to the Electronic Funds Transfer (EFT) section of the Provider Enrollment manual found on the SCDHHS Provider web page for instructions on how to complete updates to your EFT information.

Effective January 01, 2014, providers have the capability to link their EFT payment transaction with their electronic remittance advice (ERA) via a matching EFT Reassociation Trace Number. This trace number will automatically be included in your SCDHHS electronic remittance advice. In order for this matching reassociation trace number to appear in your EFT notification, you must contact your financial institution and request the addition of this information. Any questions regarding this matching trace number and your ERA can be directed to the Provider Service Center at 1-888-289-0709.

**South Carolina Department of Health and Human Services  
Duplicate Remittance Advice Request Form**

**Purpose:** This form is to be used for all requests for duplicate remittance advices from South Carolina Medicaid. The form must be completed in its entirety in order to honor the request. If the form is incomplete, the form will be returned requesting the additional information.

Please contact the SCDHHS Medicaid Provider Service Center (PSC) at 1-888-289-0709 or submit an online inquiry at <http://www.scdhhs.gov/contact-us> for instructions on submission of your request.

1. Provider Name: \_\_\_\_\_

2. Medicaid Legacy Provider # \_\_\_\_\_ (Six Characters)

NPI# \_\_\_\_\_ Taxonomy \_\_\_\_\_

3. Person to Contact: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

4. Please list the date(s) of the remittance advice for which you are requesting a duplicate copy:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Note:** Remittance advices are available electronically through the Web Tool. Please check the Web Tool for the availability of the remittance advice date before submitting your request.

5. Street Address for delivery of request:

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

6. Charges for duplicate remittance advice(s) are as follows:

Request Processing Fee - \$20.00

Page(s) copied - .20 per page

**I understand and acknowledge that a charge is associated with this request and will be deducted from my provider's payment by debit adjustment on a future remittance advice.**

\_\_\_\_\_  
**Authorizing Signature**

\_\_\_\_\_  
**Date**



Henry McMaster GOVERNOR  
Deirdra T. Singleton ACTING DIRECTOR  
P.O. Box 8206 • Columbia, SC 29202  
www.scdhhs.gov

**Submit your Claim Reconsideration request to:**

**Fax:** 1-855-563-7086

**or**

**Mail:** South Carolina Healthy Connections Medicaid  
ATTN: Claim Reconsiderations  
Post Office Box 8809  
Columbia, SC 29202-8809

## CLAIM RECONSIDERATION FORM

**Instructions:** Complete this form within 30 days of receipt of the remittance advice reflecting the denied claim, and attach all documentation in support of your request. Allow up to 60 days for a written response. Claim disputes must first be initiated through the Provider Service Center (PSC). Enter the PSC Communication ID in the required field below. For questions, contact the PSC at 1-888-289-0709.

### Section 1: Beneficiary Information

Name (Last, First, MI): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Beneficiary Medicaid ID: \_\_\_\_\_

### Section 2: Provider Information

Specify your affiliation: ☐ Physician ☐ Hospital ☐ Other (DME, Lab, Home Health Agency, etc.): \_\_\_\_\_

NPI: \_\_\_\_\_ Medicaid Provider ID: \_\_\_\_\_ Facility/Group/Provider Name: \_\_\_\_\_

Return Mailing Address: \_\_\_\_\_  
Street or Post Office Box State ZIP

Contact: \_\_\_\_\_ Email: \_\_\_\_\_ Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

### Section 3: Claim Information

Communication ID: \_\_\_\_\_ CCN: \_\_\_\_\_ Date(s) of Service: \_\_\_\_\_

### Section 4: Claim Reconsideration Information

What area is your denial related to? (Please select below)

- ☐ Ambulance Services
- ☐ Autism Spectrum Disorder (ASD) Services
- ☐ Clinic Services
- ☐ Community Long Term Care (CLTC)
- ☐ Community Mental Health Services
- ☐ Durable Medical Equipment (DME)
- ☐ Early Intervention Services
- ☐ Enhanced Services
- ☐ Federally Qualified Health Center (FQHC)
- ☐ Home Health Services
- ☐ Hospice Services
- ☐ Hospital Services
- ☐ Licensed Independent Practitioner's Rehabilitative Services (LIPS)

- ☐ Local Education Agencies (LEA)
- ☐ Nursing Facility Services
- ☐ Optional State Supplementation (OSS)
- ☐ Pharmacy Services
- ☐ Physicians Laboratories, and Other Medical Professionals  
Specify: \_\_\_\_\_
- ☐ Private Rehabilitative Therapy and Audiological Services
- ☐ Psychiatric Hospital Services
- ☐ Rehabilitative Behavioral Health Services (RBHS)
- ☐ Rural Health Clinic (RHC)
- ☐ Targeted Case Management (TCM)
- ☐ Other: \_\_\_\_\_





Henry McMaster GOVERNOR  
Deirdra T. Singleton ACTING DIRECTOR  
P.O. Box 8206 > Columbia, SC 29202  
[www.scdhhs.gov](http://www.scdhhs.gov)

---

**Section 5: Desired Outcome**

**Request submitted by:**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# HEALTH INSURANCE CLAIM FORM

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

Psychological Services  
Sample Claim Showing TPL Denial  
with NPI

PICA <input type="checkbox"/>												PICA <input type="checkbox"/>											
1. MEDICARE <input type="checkbox"/> MEDICAID <input checked="" type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input checked="" type="checkbox"/> FECA BLK LUNG <input type="checkbox"/> OTHER <input type="checkbox"/>												1a. INSURED'S I.D. NUMBER (For Programs in Item 1) 1234567890											
2. PATIENT'S NAME (Last Name, First Name, Middle Initial) Doe, John A.												4. INSURED'S NAME (Last Name, First Name, Middle Initial)											
3. PATIENT'S BIRTH DATE MM DD YY 01 01 1999 M <input checked="" type="checkbox"/> F <input type="checkbox"/>												5. INSURED'S ADDRESS (No., Street)											
6. PATIENT'S ADDRESS (No., Street) 123 Windy Lane												7. INSURED'S ADDRESS (No., Street)											
CITY Anytown												CITY											
STATE SC												STATE											
ZIP CODE 29999												ZIP CODE											
TELEPHONE (Include Area Code) ( )												TELEPHONE (Include Area Code) ( )											
8. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)												10. IS PATIENT'S CONDITION RELATED TO:											
a. OTHER INSURED'S POLICY OR GROUP NUMBER A123450												a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO											
b. RESERVED FOR NUCC USE												b. AUTO ACCIDENT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO											
c. RESERVED FOR NUCC USE 0.00												c. OTHER ACCIDENT? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO											
d. INSURANCE PLAN NAME OR PROGRAM NAME 401												10d. CLAIM CODES (Designated by NUCC) 1											
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. SIGNED Signature on File												13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize payment of medical benefits to the undersigned physician or supplier for services described below. SIGNED											
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY												15. OTHER DATE QUAL. MM DD YY											
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE												18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY											
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)												20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO											
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY. Relate A-L to service line below (24E) A. 295.32 B. C. D. E. F. G. H. I. J. K. L.												22. RESUBMISSION CODE ORIGINAL REF. NO.											
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) EPT/HCP/CS MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS ON UNITS H. ICD-9-CM I. ICD-10 J. REFERRING PROVIDER ID, #												23. PRIOR AUTHORIZATION NUMBER											
1 01 07 14 01 07 14 12 90804 60/00 ZZ 1212121212 NPI 1234567890																							
2																							
3																							
4																							
5																							
6																							
25. FEDERAL TAX I.D. NUMBER 555555555												26. PATIENT'S ACCOUNT NO. DOE1234											
27. ACCEPT ASSIGNMENT? (For gov. claims, see back) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO												28. TOTAL CHARGE \$ 60.00											
29. AMOUNT PAID \$ 0.00												30. Paid for NUCC Use 60.00											
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)												32. SERVICE FACILITY LOCATION INFORMATION											
33. BILLING PROVIDER INFO & PH # (555) 5555555 Jane Smith, MD 111 Main Street Anytown, SC 22222-2222												a. 1234567890 b. ZZ1212121212											
SIGNED DATE																							

NUCC Instruction Manual available at: [www.nucc.org](http://www.nucc.org)

PLEASE PRINT OR TYPE

APPROVED OMB-0998-1197 FORM 1600 (02-12)

# Sample Remittance Advice (page 1)

This page of the sample Remittance Advice shows a paid claim, suspended claim and rejected claim.

PROVIDER ID.		DEPT OF HEALTH AND HUMAN SERVICES		PROFESSIONAL SERVICES		PAYMENT DATE		PAGE				
AB00080000		SOUTH CAROLINA MEDICAID PROGRAM		REMITTANCE ADVICE		02/14/2014		1				
PROVIDERS OWN REF. NUMBER	CLAIM REFERENCE NUMBER	PY IND	SERVICE RENDERED DATE(S) MMDDYY	PROC.	AMOUNT BILLED	TITLE 19 PAYMENT MEDICAID	S RECIPIENT ID. NUMBER	RECIPIENT NAME F M I I LAST NAME	M O D	TLE. 18 ALLOWED CHARGES	COPAY AMT	TITLE 18 PAYMENT
ABB1AA	1403004803012700A 01		101713	71010	27.00 27.00	6.72 P 6.72 P	1112233333	M CLARK		026	0.00	0.00
ABB2AA	1403004804012700A 01		101713	74176	259.00 259.00	0.00 S 0.00 S	1112233333	M CLARK		026	0.00	0.00
ABB3AA	1403004805012700A 01 02		071913 071913	A5120 A4927	24.00 12.00 12.00	0.00 R 0.00 R 0.00 R	1112233333	M CLARK		000 000	0.00	0.00 0.00
TOTALS			3		310.00			Edits: L00 946	L02	852 08/30/13	0.00	0.00
					\$6.72							

FOR AN EXPLANATION OF THE  
ERROR CODES LISTED ON THIS  
FORM REFER TO: "MEDICAID  
PROVIDER MANUAL".

IF YOU STILL HAVE QUESTIONS  
PHONE THE D.H.H.S. NUMBER  
SPECIFIED FOR INQUIRY OF  
CLAIMS IN THAT MANUAL.

CERT. PG TOT	MEDICAID PG TOT
\$0.00	\$286.46
CERTIFIED AMT	MEDICAID TOTAL
	0.00
CHECK TOTAL	

STATUS CODES:

P = PAYMENT MADE  
R = REJECTED  
S = IN PROCESS  
E = ENCOUNTER

PROVIDER NAME AND ADDRESS

ABC HEALTH PROVIDER  
PO BOX 000000  
FLORENCE SC 00000

CHECK NUMBER

# Sample Remittance Advice (page 2)

This page of the sample Remittance Advice shows a paid claim, as well as a Void/Replacement claim for which both the Void and the Replacement processed during the same payment cycle.

PROVIDER ID.		PROFESSIONAL SERVICES							PAYMENT DATE		PAGE			
+-----+ DEPT OF HEALTH AND HUMAN SERVICES		REMITTANCE ADVICE							+-----+ 02/28/2014		+-----+ 1			
AB00080000														
+-----+ SOUTH CAROLINA MEDICAID PROGRAM									+-----+		+-----+			
PROVIDERS	CLAIM		SERVICE RENDERED	AMOUNT	TITLE 19	S	RECIPIENT	RECIPIENT NAME	M	TLE. 18	COPAY	TITLE		
OWN REF.	REFERENCE		DATE(S)	BILLED	PAYMENT	T	ID.	F M	O	ALLOWED	AMT	18		
NUMBER	NUMBER	PY IND	MMDDYY	PROC.	MEDICAID	S	NUMBER	I I LAST NAME	D	CHARGES		PAYMENT		
ABB222222	1405200415812200A				1192.00		243.71	P	1112233333	M	CLARK			
	01		021814	S0315	800.00		117.71	P		000		0.00		
	02		021814	S9445	392.00		126.00	P		000		0.00		
VOID OF ORIGINAL CCN 13283002244813300A PAID 20131018														
ABB222222	1405200077700000U				1412.00-		273.71-	P	1112233333	M	CLARK			
	01		100213	S0315	1112.00-		143.71-	P		000				
	02		100213	S9445	300.00-		130.00-	P		000				
REPLACEMENT OF ORIGINAL CCN 1304711253670430A PAID 20131018														
ABB222222	1405200414812200A				1001.50		42.75	P	1112233333	M	CLARK			
	01		100213	S0315	142.50		42.75	P		000		0.00		
	02		100313	S9445	859.00		0.00	R		000		0.00		
												0.00	0.00	
					\$286.46									
FOR AN EXPLANATION OF THE					CERT. PG TOT	STATUS CODES:							PROVIDER NAME AND ADDRESS	
ERROR CODES LISTED ON THIS						P = PAYMENT MADE							ABC HEALTH PROVIDER	
FORM REFER TO: "MEDICAID					\$0.00	R = REJECTED								
PROVIDER MANUAL".						S = IN PROCESS							PO BOX 000000	
					CERTIFIED AMT	E = ENCOUNTER							FLORENCE SC 00000	
IF YOU STILL HAVE QUESTIONS														
PHONE THE D.H.H.S. NUMBER														
SPECIFIED FOR INQUIRY OF														
CLAIMS IN THAT MANUAL.														
					CHECK TOTAL	CHECK NUMBER								

# Sample Remittance Advice (page 3)

This page of the sample Remittance Advice shows a claim-level Void without a corresponding Replacement claim.

PROVIDER ID.		DEPT OF HEALTH AND HUMAN SERVICES		CLAIM ADJUSTMENTS		PAYMENT DATE		PAGE	
AB11110000		SOUTH CAROLINA MEDICAID PROGRAM				02/28/2014		2	

PROVIDERS OWN REF. NUMBER	CLAIM REFERENCE NUMBER	PY IND	SERVICE DATE(S) MMDDYY	RENDERED PROC.	AMOUNT BILLED	TITLE 19 PAYMENT MEDICAID	RECIPIENT ID. NUMBER	RECIPIENT NAME LAST NAME	RECIPIENT NAME FIRST NAME	RECIPIENT NAME MIDDLE NAME	ORG CHECK DATE	ORIGINAL CCN
ABB222222	1405200077700000U				513.00-	197.71-	P	1112233333	CLARK	M	131018	1328300224813300A
	01		100213	S0315	453.00	160.71-	P				000	
	02		100213	S9445	60.00	33.00-	P				000	
	TOTALS		1		513.00-	193.71-						

PROVDER INCENTIVE CREDIT AMOUNT	DEBIT BALANCE PRIOR TO THIS REMITTANCE	MEDICAID TOTAL	CERTIFIED AMT	TO BE REFUNDED IN THE FUTURE
0.00	0.00	\$243.71	0.00	0.00
		ADJUSTMENTS		
		\$193.71-		
	YOUR CURRENT DEBIT BALANCE	CHECK TOTAL	CHECK NUMBER	PROVIDER NAME AND ADDRESS
	0.00	\$50.00	4197304	ABC HEALTH PROVIDER PO BOX 000000 FLORENCE SC 00000

# Sample Remittance Advice (page 4)

This page of the sample Remittance Advice shows four gross-level adjustments.  
Gross-level adjustments always appear on the final page of the Remittance Advice.

PROVIDER ID.			PAYMENT DATE	PAGE
DEPT OF HEALTH AND HUMAN SERVICES	ADJUSTMENTS		02/28/2014	3
AB11110000				
SOUTH CAROLINA MEDICAID PROGRAM				

PROVIDERS OWN REF. NUMBER	CLAIM REFERENCE NUMBER	SERVICE DATE(S) MMDDYY	PROC / DRUG CODE	RECIPIENT ID. NUMBER	RECIPIENT NAME F M LAST NAME I I	ORIG. CHECK DATE	ORIGINAL PAYMENT	ACTION	DEBIT / CREDIT AMOUNT	EXCESS REFUND
TPL 2	1404900004000100U	-						DEBIT	-2389.05	
TPL 4	1405500076000400U	-						DEBIT	-1949.90	
TPL 5	1404900004000100U	-						DEBIT	-477.25	
TPL 6	1405500076000400U	-						CREDIT	477.25	
PAGE TOTAL:									4338.95	0.00

PROVIDER INCENTIVE CREDIT AMOUNT	DEBIT BALANCE PRIOR TO THIS REMITTANCE	MEDICAID TOTAL	CERTIFIED AMT	TO BE REFUNDED IN THE FUTURE
0.00	0.00	0.00	0.00	0.00
		ADJUSTMENTS		
		-4338.95	0.00	
	YOUR CURRENT DEBIT BALANCE	CHECK TOTAL	CHECK NUMBER	PROVIDER NAME AND ADDRESS
	0.00	0.00		ABC HEALTH PROVIDER PO BOX 000000 FLORENCE SC 00000

**Interim Medicaid Targeted Case Management Transition Form**

**Beneficiary Identification:**

<hr/>	<hr/>	<hr/>
Last Name	First Name	Initial
<hr/>		
Date of Birth	Medicaid #	Provider Client #

**Current Targeted Case Management Provider:**

<hr/>	<hr/>
Agency Name	Phone Number

Mailing Address:

---

Provider Contact Name and Fax Number

---

**Interim Beneficiary Validation or Revalidation of Existing Beneficiary:** Determine appropriate Target Group(s) and **describe** the beneficiary's behavior and circumstances which indicate the need/ medical necessity for Medicaid Targeted Case Management (MTCM) Services in the space below. The recommendation must be based on clinical information and the beneficiary's current situation. Attach supporting Psychiatric and/or Medical Assessment completed by Primary Care Physician, Psychological/Social Summary or discharge summary.

---

---

---

---

**Target Groups – Circle the Appropriate Target Group(s)**

(Target Group definitions can be found in the Targeted Case Management manual on the SCDHHS Web site: <http://provider.scdhhs.gov>.)

- Individuals with Intellectual and Related Disabilities
- At Risk Children
- Adults with Serious and Persistent Mental Illness
- At Risk Women and Children
- Individuals with Psychoactive Substance Disorder
- Individuals at Risk for Genetic Disorders
- Individuals with Head and Spinal Cord Injuries and Similar Disabilities
- Individuals with Sensory Impairments
- Adults with Functional Impairments

This interim form must be maintained in the beneficiary's MTCM record and completed no later than March 31, 2013 for dates of service beginning January 1, 2013.

DHHS Form 259 (Revised - 04/01/17)

## Interim Medicaid Targeted Case Management Transition Form

### Medical Necessity Criteria:

- Beneficiary would benefit from a referral to services that are necessary to diagnose, treat, cure, or prevent an illness
- Beneficiary would benefit from a referral for services that would reduce, correct or ameliorate the physical, mental, developmental, or behavioral effects of an illness, injury or disability
- Assist the beneficiary to achieve or maintain sufficient functional capacity to perform age-appropriate or developmentally appropriate daily activities;
- The beneficiary, parent or caregiver is unable to provide adequate coordination of services.
- There is a lack of food, clothing, shelter, or other concrete resources that impact the health and well-being of the beneficiary.

### Current or Past Service Providers:

List physicians, psychologist, and staff from providers such as DSS, DJJ, Continuum of Care, DDSN, Mental Health, School for Deaf and Blind, therapist, special education, Head Start, First Steps, and Drug and Alcohol treatment. Obtain signed releases and include dates of service if known.

---

---

---

---

---

I recommend that the above named Medicaid beneficiary receive MTCM service(s). The beneficiary is aware that MTCM services are not required to receive Medicaid services to address identified needs.

By my signature, I attest that the beneficiary was provided an opportunity to choose from a list of enrolled Medicaid TCM providers. (Attach a copy of the signed and dated Freedom of Choice Form.)

---

Printed Name

---

Case Manager's Signature

---

Title

---

Date

This interim form must be maintained in the beneficiary's MTCM record and completed no later than March 31, 2013 for dates of service beginning January 1, 2013.

DHHS Form 259 (Revised - 04/01/17)



## **INTERIM MEDICAID TARGETED CASE MANAGEMENT (MTCM) TRANSITION FORM 259 INSTRUCTIONS**

### **Purpose**

The purpose of this form is to provide a process for transitioning existing clients to the new MTCM system on or after January 1, 2013 and to also accommodate any new referrals until April 1, 2013 when the prior authorization (PA) process will be in place. The form must indicate the target group and provide the appropriate documentation to support medical necessity during the transition period from January 1, 2013 through March 31, 2013. In addition to documenting the specific target group(s) and providing the required medical necessity component, the form also moves the program toward Phase II implementation which will include (PA) based on documented medical necessity reviewed by SCDHHS or a quality improvement entity. The implementation for Phase II is projected to be April 1, 2013 and will include PA and the other reforms to the MTCM program.

### **Completion of transition Form 259**

The form must be completed by the case manager during the three month transition period, but no later than March 31, 2013, and placed in the beneficiary's case file. The Office of Program Integrity at SCDHHS will not audit MTCM records during this transitional period for compliance on completion of Form 259 on dates of service after January 1, 2013.

### **Beneficiary Identification – self explanatory**

### **Current Targeted Case Management Agency**

This contact information will be used for the (PA) Process once Phase II is implemented in order to notify the agency of the PA status.

### **Interim Validation/Revalidation of Existing Beneficiary**

This section should indicate if the beneficiary is a new referral or an existing beneficiary until Phase II is operational. The form should indicate the target group and provide the appropriate documentation to support medical necessity. Examples of supporting documents are provided on the form.

### **Target Groups**

Circle the arrow in the left margin to indicate the appropriate target group(s).

### **Medical Necessity Criteria**

This section is used to assist the person completing the validation portion of the form on what type of information helps define the Medical Necessity Criteria and does not require annotation.

### **Current or Past Service Providers**

If additional information is required to meet medical necessity, this section provides information to the PA reviewer on previous and current services being rendered. Past services would include those provided within the last 6 months to a year.

**INTERIM MEDICAID TARGETED CASE MANAGEMENT (MTCM) TRANSITION FORM 259  
INSTRUCTIONS (Continued)**

**Freedom of Choice**

As of January 1, 2013 the following providers of MTCM include:

Department of Social Services	Department of Mental Health
Department of Disabilities and Special Needs	Department of Juvenile Justice
Department of Alcohol and Other Substance Abuse	Continuum of Care
School for the Deaf and Blind	First Steps
James R. Clark Sickle Cell Foundation	

Once other providers enroll, a list of qualified Medicaid providers geographically will be maintained on the agency web site. A Freedom of Choice form is attached.

## FREEDOM OF CHOICE

*This form should be completed after MTCM eligibility determinations have been made.*

I have been informed of the Medicaid Targeted Case Management (MTCM) services available to me or my child. I understand I have a right to choose the provider of Medicaid Targeted Case Management services, and I have been given the opportunity to choose between enrolled Medicaid providers in my community setting.

As long as I remain eligible for MTCM services, I will continue to have the opportunity to choose between qualified MTCM providers.

I understand that I have the right to refuse MTCM services. Refusal of MTCM services does not prevent me from receiving other Medicaid services for which I may qualify.

☐ I agree to receive Medicaid Targeted Case Management services for

\_\_\_\_\_  
Beneficiary Name

\_\_\_\_\_  
Medicaid Number

I select \_\_\_\_\_ as my provider for MTCM Services.  
Name of Provider

☐ I decline Medicaid Targeted Case Management Services

\_\_\_\_\_  
Beneficiary Name

\_\_\_\_\_  
Medicaid Number

\_\_\_\_\_  
Signature of recipient

\_\_\_\_\_  
Date signed (month, day, year)

\_\_\_\_\_  
Signature of: (check one) \_\_\_ Family  
\_\_\_ Guardian \_\_\_ Witness

\_\_\_\_\_  
Date signed (month, day, year)

\_\_\_\_\_  
Signature of Case Manager

\_\_\_\_\_  
Date signed (month, day, year)

DISTRIBUTION: Original – Provider Case File

Beneficiary Copy

Departamento de Salud y Servicios Humanos de Carolina del Sur  
(South Carolina Department of Health and Human Services)

## LIBERTAD DE ELECCIÓN

***Este formulario debe completarse después de que se hayan realizado las determinaciones acerca de la elegibilidad para MTCM.***

He sido informado/a acerca de los servicios de la Administración de casos específicos de Medicaid (Medicaid Targeted Case Management, MTCM) que se encuentran disponibles para mí o mi hijo/a. Entiendo que tengo derecho a elegir el proveedor de servicios de la Administración de casos específicos de Medicaid y que se me ha dado la oportunidad de elegir entre proveedores inscritos de Medicaid en mi comunidad.

Mientras siga siendo elegible para los servicios de MTCM, continuaré teniendo la oportunidad de elegir entre proveedores de MTCM calificados.

Entiendo que tengo derecho a rechazar los servicios de MTCM. Si rechazo los servicios de MTCM eso no me impedirá recibir otros servicios de Medicaid para los cuales pueda calificar.

☐ Acepto recibir los servicios de la Administración de casos específicos de Medicaid para

\_\_\_\_\_  
Nombre del beneficiario

\_\_\_\_\_  
Número de Medicaid

Selecciono a \_\_\_\_\_ como mi proveedor de servicios  
de MTCM.      Nombre del proveedor

☐ Rechazo los servicios de la Administración de casos específicos de Medicaid.

\_\_\_\_\_  
Nombre del beneficiario

\_\_\_\_\_  
Número de Medicaid

\_\_\_\_\_  
Firma del destinatario

\_\_\_\_\_  
Fecha de firma (mes, día, año)

Firma de: (seleccione una opción)  
\_\_ Familiar \_\_ Tutor \_\_ Testigo

\_\_\_\_\_  
Fecha de firma (mes, día, año)

\_\_\_\_\_  
Firma del Administrador de casos

\_\_\_\_\_  
Fecha de firma (mes, día, año)



Henry McMaster  
Governor

Deirdra T. Singleton  
Acting Director

## FAX COVER SHEET

**CONFIDENTIAL INFORMATION ENCLOSED**

**DATE:** \_\_\_\_\_

**TO:** SCDHHS – Division of Behavioral Health

Attn: MTCM Prior Authorization

Fax #: 803-255-8209

**FROM:** \_\_\_\_\_

Telephone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Total Number of Pages Trans mitted: \_\_\_\_\_ (Including Cover Sheet)

**COMMENTS:**

### Confidentiality Note

This message is intended for the use of the person or entity to which it is addressed and may contain information, including health information, that is privileged, confidential, and the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is **STRICTLY PROHIBITED**. If you have received this in error, please notify us immediately and destroy the related message. Thank you.

Long Term Care and Behavioral Health Services  
P. O. Box 8206 Columbia South Carolina 29202-8206  
(803) 898-2565 Fax (803) 255-8204

## MTCM Prior Authorization Request

Beneficiary Information	
Name:	
Address:	
Medicaid ID #:	
Date of Birth:	
Start date MTCM services	

Provider Information	
Provider Name:	
Provider NPI:	
Address:	
City / State / Zip Code	
Phone Number	
Fax Number	

Diagnosis - Code / Description:	/
Target Population	

Procedure Code	Service Name	# of Units Requested
T1016		
T1017		

Rationale for Request			
What service component(s) of TCM is the PA for?			
Follow up Assessment (2 Units)		Annual Assessment ( 4 Units)	
Assessment	Case Management Plan	Referral and Linkage	Monitoring and Follow-up

Rationale for Request
What specific need(s) will be addressed?
Are these new or ongoing needs? If the latter, please explain what prior MTCM services were provided to address and their outcome.
Please describe specific activities that are planned to address the need(s) and estimated time frame for each specific activity
Has there been a recent change in the beneficiary's circumstances? (if yes please explain)
Has there been a recent change in case manager? (if yes, please explain)

**Disclaimer:** An authorization is not a guarantee of payment. Beneficiary must be eligible at the time services are rendered, with medical necessity being met and service must be a MTCM service. Payment of service rendered is determined by the provider's timely claim submission.

Rationale for Request	
Rate the intensity of need- <input type="checkbox"/> Severe <input type="checkbox"/> Moderate <input type="checkbox"/> Low	
Case Manager Signature, Date and Credentials	
Case Manager Name (Print): _____	
Case Manager Signature: _____	Date: __/__/__
Title: _____	Credentials: _____
Attachments	
1. Most recent Case Management Assessment (no more than 180 days old)	
2. Referrals made on behalf of beneficiary and reports and updates from service providers	
3. Most recent Case Management Plan	
4. Most recent review of the Case Management Plan	
5. All CSNs for all MTCM services rendered to beneficiary during the previous 30 days	
6. Parent/Caregiver/Guardian Agreement to Participate	
7. Fax Cover Sheet for MTCM Prior Authorization	
8. MTCM Prior Authorization Form	
MTCM DHHS Staff Only	
Medicaid services are hereby :	<b>APPROVED</b> <b>DENIED</b>
<b>JUSTIFICATION:</b>          	
MTCM Staff SIGNATURE: _____ Date __/__/__	

**Disclaimer:** An authorization is not a guarantee of payment. Beneficiary must be eligible at the time services are rendered, with medical necessity being met and service must be a MTCM service. Payment of service rendered is determined by the provider's timely claim submission.



**Medicaid Targeted Case Management (MTCM)  
Parent/Caregiver/Guardian Agreement to Participate in  
MTCM Services**

Name of Beneficiary:  
Medicaid Number:

Date of Birth:

**What are Medicaid Targeted Case Management (MTCM) Services?**

Medicaid Targeted Case Management (MTCM) is a means for achieving beneficiary wellness through communication, education and services identification and referral. MTCM is a time-limited process that provides an organized and structured process for moving beneficiaries toward the goal of self-sufficiency.

- The MTCM process is a shared partnership between the beneficiary's parent/caregiver/guardian and the case manager.
- Parents/Caregivers/Guardians are actively involved in all phases of the process – assessment, planning, problem solving and identification of resources.
- MTCM ensures available resources are efficiently accessed and being used in a timely and cost effective manner.

**South Carolina Medicaid allows provision of MTCM services to the following target population(s):**

- Individuals with Intellectual and Related Disabilities
- At Risk Children
- Adults with Serious and Persistent Mental Illness
- At Risk Pregnant Women and Infants
- Individuals with Psychoactive Substance Disorder
- Individuals at Risk for Genetic Disorders
- Individuals with Head and Spinal Cord Injuries and Related Disabilities
- Individuals with Sensory Impairments
- Adults with Functional Impairments

**The provider has provided adequate explanation to me that my child meets criteria for the following MTCM target population group(s):**

**(Circle one)**

- 1) Yes      2) No, I need further explanation

**What does South Carolina Medicaid expect of you?**

**A.** You will be asked to:

- Whenever possible, access your child's treatment needs on your own; MTCM is **only** for when you are unable to do this on your own or with the support of family and friends.
- Participate in case management planning meetings.
- Monitor your child's case management needs and report these to your child's MTCM case manager

**B.** You will be provided with links to community resources that may support you and your family and you will be expected to reach out to those organizations.

**C.** Based on your child's needs, you may be asked to engage in other specific interventions by your child's MTCM service provider

**What can you expect of your MTCM provider?**

You can expect your provider to:

- Explain the purpose of all interventions in language that you understand
- Explain all known benefits and risks of the interventions in language that you understand
- Treat you and all your family members with respect
- Treat you as an essential member of the treatment team

- Coordinate times and frequency of visits with you and to let you know in advance if he/she has to cancel or reschedule a visit
- Discuss the child's progress with you during every visit
- Answer any questions you have regarding the child's treatment
- Respond to all concerns you express to them in a timely and respectful manner
- Provide information about community resources

**Because your participation is a key to success, you will be asked to confirm your willingness to participate in these services every ninety (90) days.**

By signing this form, I:

- Agree that I as parent/caregiver/guardian need MTCM on behalf of my child in the following areas:
- Give permission for \_\_\_\_\_, the beneficiary, to participate in the following recommended MTCM Services:
- Acknowledge that the provider has explained the target population(s) in which my child meets criteria and how he or she meets that criteria.

I understand that at any time I can let staff know, either verbally in or writing, that I (a) no longer wish to participate in these services and/or (b) no longer wish for the child to receive these services. I further understand that services can be immediately terminated upon my request unless these services are court ordered.

\_\_\_\_\_  
Printed Name of Parent/Caregiver/Guardian

\_\_\_\_\_  
Relationship to Beneficiary

\_\_\_\_\_  
Signature of Parent/Caregiver/Guardian

\_\_\_\_\_  
Date

I hereby attest that I have provided adequate explanation of: the criteria for the identified MTCM target population to the Parent/Caregiver/Guardian; how the child meets this criteria; and (as applicable) that the child will be receiving behavioral health services.

\_\_\_\_\_  
Printed Name of Staff

\_\_\_\_\_  
Signature and Credentials of Staff

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Provider

**Administración de casos específicos de Medicaid  
(MTCM) Acuerdo del padre/la madre/el cuidador/el  
tutor para participar en los servicios de MTCM**

Nombre del beneficiario:  
Número de Medicaid:

Fecha de nacimiento:

**¿Para qué sirven los servicios de Administración de casos específicos de Medicaid (MTCM)?**

Los servicios de Administración de casos específicos de Medicaid (Medicaid Targeted Case Management, MTCM) constituyen un medio para alcanzar el bienestar del beneficiario mediante la comunicación, la educación, y la identificación y la derivación de servicios. MTCM es un proceso de tiempo limitado que proporciona un proceso organizado y estructurado para ayudar a los beneficiarios a alcanzar el objetivo de la autosuficiencia.

- El proceso de MTCM constituye una asociación compartida entre el padre/la madre/el cuidador/el tutor del beneficiario y el administrador de casos.
- El padre/la madre/los cuidadores/tutores participan activamente en todas las fases del proceso (la evaluación, planificación, resolución de problemas e identificación de los recursos).
- MTCM garantiza el acceso eficiente a los recursos disponibles y que se los utilice de forma oportuna y rentable.

**Medicaid de Carolina del Sur (South Carolina Medicaid) permite el suministro de los servicios de MTCM a la siguiente población específica:**

- Personas con discapacidades intelectuales o relacionadas.
- Niños en riesgo.
- Adultos con enfermedades mentales graves o persistentes.
- Embarazadas y bebés en riesgo.
- Personas con trastorno por el consumo de sustancias psicoactivas.
- Personas en riesgo de sufrir trastornos genéticos.
- Personas con lesiones en la cabeza o en la médula ósea y discapacidades relacionadas.
- Personas con discapacidades sensoriales.
- Adultos con discapacidades funcionales.

**El proveedor me ha explicado de manera adecuada que mi hijo/a cumple con los requisitos para el siguiente grupo de población específica para MTCM:**

**(Encierre en un círculo una sola opción)**

- 1) Sí                      2) No, necesito más explicaciones

**¿Qué espera Medicaid de Carolina del Sur de usted?**

A. Se le pedirá que:

- Cuando sea posible, acceda por sí mismo a las necesidades de tratamiento de su hijo/a; MTCM solamente debe utilizarse para cuando usted no pueda hacerlo por sí mismo o con el apoyo de familiares o amigos.
- Participe en las reuniones de planificación de la administración de casos.
- Supervise las necesidades de administración de casos de su hijo/a e infórmelas al administrador de casos de MTCM de su hijo/a.

B. Se le proporcionará información sobre enlaces para obtener recursos de la comunidad que le puedan ayudar a usted y a su familia, y usted deberá comunicarse con esas organizaciones.

C. Con relación a las necesidades de su hijo/a, el proveedor de servicios de MTCM de su hijo/a podría pedirle que participe en otras intervenciones específicas.

**¿Qué puede esperar usted de su proveedor de MTCM?**

Usted puede esperar que su proveedor:

- Explique el propósito de todas las intervenciones utilizando un lenguaje que usted pueda entender.
- Explique todos los beneficios y riesgos conocidos de las intervenciones utilizando un lenguaje que usted pueda entender.
- Lo trate con respeto a usted y a todos los miembros de su familia.
- Lo trate como miembro imprescindible del equipo de tratamiento.

- Coordine con usted el momento y la frecuencia de las visitas, y que le informe con anticipación si debe cancelar o reprogramar una visita.
- Analice el progreso de su hijo/a con usted en cada visita.
- Responda cualquier pregunta que usted tenga en relación con el tratamiento de su hijo/a.
- Responda a todas las inquietudes que usted exprese de manera oportuna y respetuosa.
- Le brinde información acerca de los recursos de la comunidad.

Debido a que su participación es clave para conseguir un resultado satisfactorio, cada noventa (90) días se le pedirá que confirme su voluntad para participar en estos servicios.

Al firmar este formulario, yo:

- Acepto que como padre/madre/cuidador/tutor, y en nombre de mi hijo/a, necesito los servicios de MTCM en las siguientes áreas:
- Brindo mi autorización para que \_\_\_\_\_, el beneficiario, participe en los siguientes Servicios de MTCM recomendados:
- Reconozco que el proveedor me ha explicado la población específica para la cual mi hijo/a cumple los requisitos y la manera en que él o ella cumple dichos requisitos.

Entiendo que en cualquier momento puedo informar al personal, ya sea de forma escrita o verbal, que yo (a) ya no deseo participar en estos servicios; o (b) ya no deseo que mi hijo/a reciba estos servicios. También entiendo que el suministro de los servicios puede interrumpirse de forma inmediata cuando yo lo solicite, a menos que un tribunal ordene que se brinden estos servicios.

\_\_\_\_\_  
Nombre en letra de molde del padre/madre/persona a cargo del cuidado/tutor

\_\_\_\_\_  
Relación con el beneficiario

\_\_\_\_\_  
Firma del padre/madre/persona a cargo del cuidado/tutor

\_\_\_\_\_  
Fecha

Por el presente certifico que he explicado de manera adecuada lo siguiente: los criterios de identificación para la población específica de MTCM al padre/madre/cuidador/tutor; la manera en que el niño/la niña cumple los requisitos; y (según corresponda) que el niño/la niña recibirá servicios de salud conductual.

\_\_\_\_\_  
Nombre en letra de molde del personal

\_\_\_\_\_  
Firma y credenciales del personal

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Nombre del proveedor