



### How can we reach you?

Your full name

Address

City State ZIP

Phone

E-mail

Please cut this form on the dotted line and mail to:

**Division of Long-Term Care Transformation**  
**Healthy Connections Medicaid**  
P.O. Box 8206  
Columbia, SC 29201-8206



The South Carolina Department of Health and Human Services is the state agency that administers Healthy Connections, South Carolina's Medicaid program. Medicaid is a state/federal program that pays for medical and long-term care services for low-income pregnant women, children, individuals with disabilities and nursing home residents.

Medicaid Targeted Case Management (January 2014).



**Healthy Connections**  
SC Dept. of Health & Human Services  
P.O. Box 8206  
Columbia, SC 29202  
www.scdhhs.gov  
(888) 549-0820



South Carolina Department of Health and Human Services

# Medicaid Targeted Case Management



*Call us when you need a hand...*



A PROGRAM OF **SOUTH CAROLINA Healthy Connections MEDICAID**

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COLUMBIA, SC



## Medicaid Targeted Case Management

Medicaid Targeted Case Management (MTCM) includes services that may help you or a Medicaid-eligible individual gain access to doctors, social services, educational resources, jobs and other services. You will be assessed on an ongoing basis, and options are provided that will meet your needs.

### Target populations

- 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

### Freedom of choice

If you get Medicaid, you decide if want the service(s), and you get to say yes or no to having a MTCM case manager, who can...

- figure out what services you need
- help you get needed services
- help you with problems
- provide ongoing support

Your decision will not affect your right to access other Medicaid services you qualify for. If you say yes, you pick the provider whom you will work with. You also have the right to change Medicaid Targeted Case Management providers at any time. SCDHHS must be contacted to assist in making this change, so please get in touch with us by any of the methods listed at right.

### Choosing a provider

If you are eligible and want this help, a list of enrolled/qualified providers will be shared with you. You must choose your provider. Participants and their legal representatives should interview prospective providers to assist in deciding who will best meet their needs. Sometimes a simple call with questions will help you make better choices about the care you receive.

- Think about what things are most important to you and/or your family member. Talk about these needs with the providers you contact.
- Ask them what role you and your family members have in planning services.
- Ask them why you should choose them as your provider.
- Ask how they will make sure you get the services you need.
- Ask how they will help you if you have problems with their services.

### How to apply

You can apply for MTCM...

- at any participating state agency
- through your primary care physician(s)
- with the help of a community health worker
- with the help of a hospital discharge worker
- by calling us directly at Healthy Connections MTCM
- by visiting [https://phoenix.scdhhs.gov/cltc\\_referrals/new](https://phoenix.scdhhs.gov/cltc_referrals/new) and starting a new referral online

### Contact us

#### By phone:

(888) 356-2197 *toll-free*

#### By e-mail:

[Ryan.Anderson@scdhhs.gov](mailto:Ryan.Anderson@scdhhs.gov)

#### By mail:

Division of Long-Term Care Transformation  
Healthy Connections Medicaid  
P.O. Box 8206  
Columbia, SC 29201-8206

### How can we help?

Use this form to tell us what issues we may be able to help you with. Please circle all that apply. I need help...

- Seeing a doctor
- Getting disability (SSI, RSDI)
- Getting food
- Applying for food stamps
- Making appointments
- Getting a ride to see doctor
- Doing what the doctor tells me to do
- Getting clothing
- Finding a place to live
- Paying bills
- Getting help with power bill
- Finding a job
- Stopping people from taking advantage of me
- Physically caring for myself
- With certain issues because I cannot hear or see
- Quitting a drug habit
- Making decisions
- Help with school work
- Learning to read
- Sadness, loss and grief
- Making healthy food choices
- Other: \_\_\_\_\_

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