

# First Choice VIP Care PLUS Member Eligibility



# Member Eligibility – Helpful Tips

The following is a list of helpful tips to keep in mind when determining a member's eligibility:

- First Choice VIP Care Plus covers both traditional Medicare and Healthy Connections Medicaid Services.
- All Dual-Eligibles in these plans can change plans each month.
  - Ensure that plan requirements are met. (Prior Authorizations)
  - Reduce claim issues because you are sending claim to the right plan.
- Verify eligibility before each visit.
- Make sure the the correct primary care physician (PCP) is listed on the member's identification card.
- Call Provider Services at 1-(888)-978-0862 with any questions.

# Member Eligibility – Ways to Verify Member Eligibility

Providers can verify members' eligibility by using the following provider resources:

- Calling Provider Services at 1-888-978-0862.
- NaviNet.
- SCDHHS web portal available through <https://portal.scmcaid.com/login>.  
Result will show:
  - Healthy Connections Prime.
  - Which CICO they are enrolled with.
- Using the Member Identification Card. **However, a member's ID card is not a guarantee of eligibility!**

# Member Eligibility – How Can Members Enroll?

Individuals who want to enroll in one of the Healthy Connections Prime plans should contact South Carolina Healthy Connections Choices at:

- (877) 552-4642 to speak with an enrollment counselor Monday through Friday from 8 a.m. - 6 p.m.
- TTY users should call (877) 552-4670 or 711.

If individuals who want to enroll have questions they can:

- Call the plan they are interested in directly.
- Call SC Thrive at (800) 726-8774 (TTY 711), Monday-Friday, 8:30 a.m. - 5 p.m. to schedule an education session.

**The plans have no ability to enroll or dis-enroll individuals.**

# Member Eligibility – Member ID Card

## Medicare-Medicaid Plan Information

The diagram shows a Member ID Card with several sections. A box at the top labeled 'Medicare-Medicaid Plan Information' has a red arrow pointing to the top of the card. The card itself is divided into two main columns. The left column contains logos for 'First Choice VIP CARE PLUS. by Select Health of South Carolina' and 'Healthy Connections PRIME'. Below these are fields for Member Name, Member ID, Health Plan (80840), PCP Name, and PCP Phone. A section titled 'MEMBER CANNOT BE CHARGED' states 'Cost Sharing/Copay: \$0 for doctor visits, hospital stays, and prescription drugs' and includes the number 'H8213 001'. A box at the bottom left labeled 'CMS Contract Number' has a red arrow pointing to 'H8213 001'. Another box labeled 'No Balance Billing Statement' has a red arrow pointing to the '\$0 for doctor visits...' text. The right column of the card features the 'MedicareRx Prescription Drug Coverage' logo and fields for RxBIN, RxPCN, and RxGRP. A box at the bottom center labeled 'Prescription Drug Information' has a red arrow pointing to these fields. Below the RxGRP field is a box labeled 'Claims Contact Information' with a red arrow pointing to the 'Send Claims To' address. The right side of the card contains contact information for Member Services, Behavioral Health, Pharmacy Help Desk, Website, Send Claims To, and Claim Inquiry. A box at the bottom right labeled 'Pharmacy Information' has a red arrow pointing to the Pharmacy Help Desk contact info.

**Member Name:** Cardholder Name  
**Member ID:** Cardholder ID#  
**Health Plan (80840):** 7235132876

**PCP Name:** PCP Name  
**PCP Phone:** PCP Phone

**MEMBER CANNOT BE CHARGED**  
Cost Sharing/Copay: \$0 for doctor visits, hospital stays, and prescription drugs

H8213 001

**MedicareRx**  
Prescription Drug Coverage

**RxBIN:** 019587  
**RxPCN:** 06510000  
**RxGRP:** Care Plus SC

Carry this card with you at all times and present it each time you receive a service from your doctor, pharmacy, dentist, etc.

**Member Services:** 1-888-978-0862, TTY 711  
**Behavioral Health:** 1-888-978-0862, TTY 711  
**Pharmacy Help Desk:** 1-855-327-0511, TTY 711  
**Website:** [www.firstchoicevipcareplus.com](http://www.firstchoicevipcareplus.com)  
**Send Claims To:** First Choice VIP Care Plus  
P.O. Box 853914  
Richardson, TX 75085-3914  
**Claim Inquiry:** 1-888-978-0862, TTY 711

CMS Contract Number

No Balance Billing Statement

Prescription Drug Information

Claims Contact Information

Pharmacy Information

 **FirstChoice**  
**VIP CARE PLUS**  
by Select Health of South Carolina

Healthy Connections   
**PRIME**