



Prime Ombudsman Program Newsletter

Spring/Summer 2021 ~ Vol. 2



PRIME OMBUDSMAN IS ...

Healthy Connections Prime Ombudsman (HCPO) is an independent program that helps individuals, aged 65 or above who have both Medicare and Medicaid and enrolled in a Healthy Connections Prime plan (Absolute Total Care, First Choice Select, and Molina). HCPO can also assist with issues such as access to benefits and rights to care.

CALL A PRIME OMBUDSMAN WHEN ...

- You are a member of Absolute Total Care/ Wellcare
- A member of First Choice VIP Care Plus
- A member of Molina Dual Options
- Have questions about your benefits
- Have a complaint, concern, or compliment

WE ARE HERE TO ...

- Provide education regarding your healthcare rights
- Help you navigate the healthcare system
- Investigate complaints, resolve billing issues
- Negotiate on your behalf with your health plan
- Explain the grievance, appeal or state hearing process



COVID-19 VACCINATION LOCATIONS & QUESTIONS

AVOID CORONAVIRUS SCAMS

[Keep Calm and Avoid Coronavirus Scams \(ftc.gov\)](https://www.ftc.gov/keep-calm-avoid-coronavirus-scams)

KEEP CALM and Avoid Coronavirus Scams

Here are **5 things** you can do to avoid a Coronavirus scam:

- **Ignore offers for vaccinations and home test kits.**
Scammers are selling products to treat or prevent COVID-19 without proof that they work.
- **Hang up on robocalls.**
Scammers use illegal sales call to get your money and your personal information.
- **Watch out for phishing emails and text messages.**
Don't click on links in emails or texts you didn't expect.
- **Research before you donate.**
Don't let anyone rush you into making a donation. Get tips on donating wisely at [ftc.gov/charity](https://www.ftc.gov/charity).
- **Stay in the know.**
Go to [ftc.gov/coronavirus](https://www.ftc.gov/coronavirus) for the latest information on scams. Sign up to get FTC's alerts at [ftc.gov/subscribe](https://www.ftc.gov/subscribe).

 Federal Trade Commission

If you see a scam, report it to [ftc.gov/complaint](https://www.ftc.gov/complaint)

Step 1: Open the camera on your phone

Step 2: Hold the phone over the QR code

Step 3: To locate a provider visit

<https://vaxlocator.dhec.sc.gov/>

Or

Scan the QR code to direct you to the site.



THINGS TO KNOW



WELCOME TO MEDICARE

Learn about signing up for Medicare! Go to www.shiphelp.org.

If you are turning 65 or under age 65 and receiving Medicare based on a disability SHIP or SC Prime can Help. Get trusted unbiased Medicare education to help you make Medicare choices that best meet your needs. Contact SC Prime or SC SHIP at 1-800-868-9095 or Medicare at 1-800-633-4227 for answers to your individual questions.



State Health Insurance Assistance Programs (SHIPs) are in all 50 states, Washington DC, Puerto Rico, and the U.S. Virgin Islands. Your SHIP may use another name, locally. Use the SHIP Locator at www.shiphelp.org to learn more.

The Senior Farmers Market Nutrition Program (SFMNP) begins June 2021. The SFMNP is administered by the South Carolina DSS for more information, contact Willie Nixon at (803) 898-1760 or Email SFMNP-Applications@dss.sc.gov. For dates & locations visit the link below

<https://dss.sc.gov/media/2835/final-sfmnp-sso-site-and-schedule-listing.pdf>



Wow!
The South Carolina 2021 Tax Free Weekend takes place Friday, Aug. 6, through Sunday, Aug. 8. Eligible items can be purchased online and in-store without paying the state's 6% sales tax and any applicable local taxes during the tax holiday.

FUN & GAMES



Word Search

K E A R Q H F X C D
Y S M D A T D X E P
V M T E V G M G Z R
H J E R D O I B W I
E H I D E I C N M M
A C Z V I N C A G E
L A B E A C G A T Y
T R U M D G A T I E
H E Z X Q N Z R H D
Y Y D W G U T H E K

STRENGTH
MEDICARE

MEDICAID
ADVOCATE

HEALTHY
PRIME

AGING
CARE

Can you guess the word?



S _ M _ _ R

Hint: Hottest Season

Key: Summer



The 2021 Atlantic hurricane season is the upcoming Atlantic hurricane season, which is part of the annual tropical cyclone season in the Northern Hemisphere. It will officially begin on June 1, 2021, and end on November 30, 2021.



PREPARE

In addition to the basic survival supplies, your emergency kit should contain items to meet your individual needs in various emergencies. Consider the items you use on a daily basis and which ones you may need to add to your kit, or use our custom profile tool to create your list.

- At least a week-long supply of prescription medicines, along with a list of all medications, dosage, and any allergies
- Extra eyeglasses and hearing-aid batteries
- Extra wheelchair batteries and/or oxygen
- A list of the style and serial number of medical devices. Include special instructions for operating your equipment if needed.
- Copies of medical insurance and Medicare cards
- Contact information for doctors, relatives or friends who should be notified if you are hurt.
- Pet food, extra water, collar with ID tag, medical records and other supplies for your service animal

Contact your Prime Ombudsman

SC Department on Aging
Prime Ombudsman
1301 Gervais St. Ste. 350
Columbia, SC 29201

Phone: 1-844-477-4632 -- Email: Primeadvocate@aging.sc.gov -
www.healthyconnectionsprimeadvocate.com

PLAN

- Create a support network. Keep a contact list in a watertight container in your Ready kit.
- Inform your network of where you keep your emergency supplies and give one member a key to your house or apartment.
- Contact your city or county government's emergency information management office. Many local offices keep lists of people with disabilities so they can be helped quickly in a sudden emergency.
- If you are dependent on dialysis or other life-sustaining treatment, know the location and availability of more than one facility.
- Show others how to operate your wheelchair. Know the size and weight of your wheelchair, in addition to whether or not it is collapsible, in case it has to be transported.
- If you use medical equipment in your home that requires electricity, talk to your doctor or healthcare provider about how you can prepare for its use during a power outage.
- Wear medical alert tags or bracelets.
- If you have a communication disability, make sure your emergency information notes the best way to communicate with you.