



About Us

The Healthy Connections Prime Ombudsman Program is an independent program that helps individuals, their significant others and representatives address concerns or conflicts that may interfere with their enrollment in Healthy Connections Prime or their access to Healthy Connections Prime benefits and services.



Scan for more info.



Prime Ombudsman Program

Your Healthcare Advocates.
We work for you.



Contact us

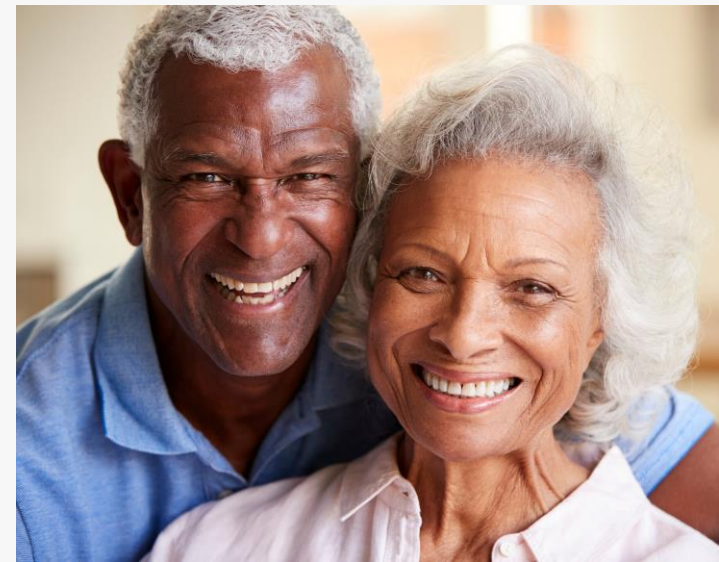
Prime Ombudsman Program

South Carolina
Department on Aging

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WHAT IS A PRIME OMBUDSMAN/ADVOCATE?

The Healthy Connections Prime Advocate is the ombudsman for people enrolled in Healthy Connections Prime. They can answer questions if a member has a problem or complaint and can help the member understand what to do.



YOU MAY BE ELIGIBLE FOR HEALTHY CONNECTIONS PRIME PROGRAM IF:

- You are age 65 or older
- You have Medicare benefits
- You have South Carolina Healthy Connections Medicaid
- You are not currently residing in a nursing facility

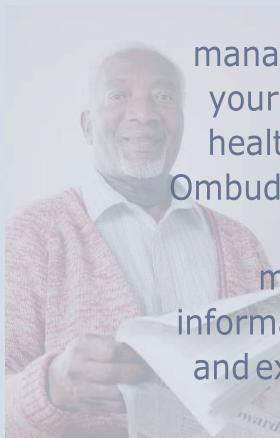
Healthy Connections Prime Offers

- **Better care:** by making it easier for you to get all of your Medicare, Medicaid and Medicare Part D Services from a single health plan.
- **Better value:** through a care team and a care manager that works directly with you and your providers to make sure you get your needed health services.
- **Better health:** through flexible benefits that help you stay at home with your family.

When you enroll, you will choose one of three Medicare-Medicaid Plans.

- Absolute Total Care
- First Choice VIP Care Plus
- Molina Dual Options

Our program advocates will work with you, your managed care plan and/or your providers to resolve health plan issues. Prime Ombudsmen assist Healthy Connections Prime members in providing information about services and explaining your rights



When should you call the Healthy Connections Prime Ombudsman?

- Your insurance company won't pay a medical bill that you think they should pay;
- Your doctor or another provider isn't treating you the way you think they should;
- You need help finding health care, but don't know who to call;
- Your doctor says you need a prescription, but your insurance company doesn't agree;
- Your doctor says you need a test, but your insurance company says "no";
- You want health insurance, but you don't know who to call;

OR

- Your doctor says you need to stay in the hospital, but your insurance company says you must go home.

We are here to help you better navigate and understand the Prime program and your benefits.