

Provider Bulletin

Senior Whole Health, LLC

November 10, 2025

Reminder for SNFs: Submit SC-1 for Custodial and Long-Term Care Stays

Audience: Skilled Nursing Facilities (SNFs) serving Senior Whole Health (SWH) members enrolled in SCO or One Care

What You Need to Know

Requirement	Details
SC-1 Status Change Form	• Custodial stays – Non-skilled, short-term; member’s residence is <i>not</i> the facility. • Long-term care stays – When the SNF is the member’s residence.
Minimum Data Set	MDS documentation may be requested for add-on services. For skilled stays, MDS will not be requested; however, we may request MDS or other clinical documentation when needed to ensure accurate and appropriate billing.

Why This Matters

MassHealth must update MMIS with the SC-1 before claims can be processed. Delayed or incomplete submissions may result in payment delays. Thank you for partnering with us to streamline processes and minimize administrative burden.

Action Steps

1. Complete the SC-1 form at admission and discharge/status change.
2. Submit to SWHMOLINASNFSUBMISSIONS@molinahealthcare.com

For reference, see MassHealth’s SC-1 process page:

[Status Change Form \(SC-1\) Process for Nursing Facilities](#)

Provider Support

- SWH Provider Service Center: (855) 838-7999
- Email: SWHProviderRelations@MolinaHealthcare.com