

Date of State Approval	Section(s)	Page #(s): PDF/Doc	Paragraph	Change
3/20/2018	Health Education and Incentive Programs	23/19	1	Deleted 'and incentive' from name of header
3/20/2018	Health Education and Incentive Programs	23/19	1	Updated verbiage for this section
3/20/2018	Pregnancy Rewards	23/19	1	Deleted last two sentences and replaced with 'For more information call (855) 882-3901'
3/20/2018	Services Covered by Molina Healthcare of SC Grid: Outpatient Services	38/34	n/a	Bullet 11: Updated 'Emergency room use' bullet to 'Emergency room use for emergency conditions'
3/20/2018	Covered Drugs	49/45	1	Changed last sentence to 'We will notify your provider that we have received your request within 24 hours'
3/20/2018	Covered Drugs	49/45	5	Changed 'PDL' acronym to 'Preferred Drug List (PDL)'
3/20/2018	Appeals	57/53	1	Changed 'Notice of Action ("NOA")' to 'Notice of Adverse Benefit Determination ("NOABD")'
3/20/2018	Definitions	65/61	n/a	Updated definition of appeal. The word 'action' was changed to 'adverse benefit determination'
8/24/2018	Health Care is a Journey	PDF: 8; Doc: 4	n/a	Updated verbiage for #3: 'Talk about your health'
8/24/2018	Quick Reference	PDF: 12; Doc: 8	n/a	Added information about contacting Molina via email
8/24/2018	New Enrollment Health Assessment	23/19	n/a	Added new section
8/24/2018	Appointment Guidelines	27/23	1	Added verbiage stating Molina can help schedule doctor's appointment, if needed
8/24/2018	What if I Have a Baby?	27/23	1	Added verbiage: Members may access family planning services from any South Carolina Medicaid enrolled provider regardless of their Molina network status.
8/24/2018	Hysterectomies, Sterilizations and Abortions	28/24	6	Added new section
8/24/2018	Services Covered by MHSC	29/25	n/a	Chiropractic services: Changed visits from 8 to 6 per year
8/24/2018	Services Covered by MHSC	32/28	n/a	Added co-pay information for durable medical equipment
8/24/2018	Services Covered by MHSC	33/29	n/a	Deleted bullet stating we do not cover 'hysterectomy for sterilization reasons' under family planning
8/24/2018	Services Covered by MHSC	34/30	n/a	Added message to female members under health care screenings for adults section
8/24/2018	Services Covered by MHSC	34/30	n/a	Added co-pay information for home health services
8/24/2018	Services Covered by MHSC	35/31	n/a	Deleted hysterectomies, sterilizations and abortions row
8/24/2018	Services Covered by MHSC	38/34	n/a	Deleted verbiage under prescription drugs section pertaining to '4 prescription limit'
8/24/2018	Services Covered by MHSC	38/34	n/a	Added verbiage to physician services row stating how often adult well-visits are covered
8/24/2018	Services Covered by MHSC	40/36	n/a	Added additional verbiage to rehab services for children row, stating 'services include non-hospital related services such as'
8/24/2018	Co-Payments	42/38	1	Added co-payment information for DME, HH and ASC
8/24/2018	Molina Extra Benefits	42/38	1	Deleted DME, ASC and HH from no co-payment section
8/24/2018	Second Opinions	44/40	1	Added verbiage stating 'if you go to an out-of-network provider then prior approval will be required'
8/24/2018	Well-Child Program	46/42	4	Added verbiage: 'for a more detailed schedule, visit MolinaHealthcare.com'
8/24/2018	Covered Drugs	48/44	1	Added verbiage pertaining to timeframes for urgent and non-urgent requests

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8/24/2018	Covered Drugs	48/44	6	Added new paragraph: 'As a member, you have access to...'
8/24/2018	Ending Your Membership	52/48	1	Deleted sentence: 'If you live in a mandatory enrollment area, you will have to choose another MCO'
8/24/2018	Grievance Procedure	56/52	5	Added sentence: 'Molina needs your permission in writing for someone else to file a grievance for you'
8/24/2018	State Fair Hearing	58/54	1	Updated how SFH may be requested to: '120 calendar days of the date on the notice of appeal resolution'
8/24/2018	Membership Responsibilities	60/56	n/a	Changed formatting from bulleted to numbered list
8/24/2018	Definitions	66/62	n/a	Added definition for 'specialty drugs'
8/24/2018	Managed Care Enrollment of Newborns	27/23	1	Added verbiage 'who is linked to their birth mother'
5/17/2019	Handbook Cover	1	n/a	Updated current calendar year and date of last revision
5/17/2019	Company Name	n/a	n/a	Updated company name throughout Handbook: First reference as Molina Healthcare of South Carolina, and 'Molina' thereafter
5/17/2019	Your Membership	PDF: 9; Doc: 9	n/a	Deleted fax number under Member Services and Medical Management
5/17/2019	New Enrollment Health Assessment	19/19	1	Changed term 'health managers' to 'representatives'
5/17/2019	Care Management	21/21	1	Clarified last sentence by changing to: 'give you extra attention if you have certain conditions that may include'
5/17/2019	Care Management	21/21	1	Added bullets for sickle cell disease and other serious conditions
5/17/2019	Appointment Guidelines	23/23	1	Added sentence: 'All referrals for specialist care should be handled by your PCP'
5/17/2019	Motherhood Matters Pregnancy Program	24/24	1	Changed name of program to 'Pregnancy Program'
5/17/2019	Covered Services: Prior Approval Process	25/25	1 to 3	Lowercased term 'emergency care'; uppercased term 'Prior Approval', and added the word 'below' to 'please refer to the Covered Services chart below' statement
5/17/2019	Services Covered by MHSC	30/30	1st row	Added example of women's health specialist: "(i.e. OB/GYN)"
5/17/2019	References to term 'Well-Child'	n/a	n/a	For consistency, changed all references throughout Handbook to: well-child
5/17/2019	Services Covered by MHSC	37/37	3rd row	Separated 'dental and vision screenings' into two separate bullets
5/17/2019	Co-Payments	38/38	1	Changed header to Co-payments (co-pays). For consistency, all references after this header say 'co-pay' instead of 'co-payment'.
5/17/2019	Molina Extra Benefits	38/38	n/a	Added services and limitation information for carseat program and breast pumps
5/17/2019	Extra Services Outside the Core Benefits	39/39	n/a	Added 'Medical (Non-Ambulance) Transportation, Continued' to second block for clarification
5/17/2019	Well-Child Program	43/43	n/a	Slightly adjusted formatting
5/17/2019	What is an Emergency?	43/43	1	Added "ER" after FIRST 'emergency room (ER)' reference and changed references thereafter to 'ER'
5/17/2019	Expedited Appeals	53/53	1	Added paragraph breaks
5/17/2019	Appeals and Grievances	52	4	Updated language
5/17/2019	Appeals	53	2	Updated language
5/17/2019	Expedited Appeals	53	2	Updated language
5/17/2019	Appeals	52	1	Changed 'NOABD Letter' to 'Notice of Adverse Benefit Determination Letter ("NOABD") (denial letter)'
5/17/2019	Continuation of Benefits	54	1	Changed 'denial letter' to 'Notice of Adverse Benefit Determination Letter ("NOABD") (denial letter)'
5/17/2019	Services Covered by Molina Healthcare of SC Grid: Podiatry	35	n/a	Added podiatry information. This is still a covered benefit even though it's no longer an enhanced benefit as of July 2019.
5/17/2019	Extra Services Outside the Core Benefits: Certain BH Services	40	n/a	Reordered the coverage items, so they're now grouped by audience

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5/17/2019	EPSDT Grid	42 and 43	n/a	Changed adolescents from '7-20 years' to '7-21 years', as requested by CCME
5/17/2019	Get to know your benefits	5	n/a	Deleted 'non-emergency transportation' statement
5/17/2019	ID Cards	7	n/a	Updated image for Healthy Connections ID card
5/17/2019	Care Management	21	1	Changed term 'Care Managers' to 'case managers'
5/17/2019	Managed Care Enrollment of Newborns	23 to 24	1 to 2	Updated verbiage
5/17/2019	Services Covered by Molina: Ancillary Medical Services	26	2nd grid cell	Added ' Includes health services ordered by a provider, including but not limited to, laboratory services, radiology services and physical therapy.'
5/17/2019	Services Covered by Molina: Disease Management	27	3rd grid cell	Added examples of Molina's disease management programs
5/17/2019	Molina Extra Benefits	38	4th grid cell	Deleted 'Podiatry-Routine Foot Care' information
5/17/2019	Grievance Procedure	51	1	Changed first sentence to 'If you are unhappy with anything about Molina or its providers, you should contact us as soon as possible. '
5/17/2019	State Fair Hearing	54	3	Updated contact information for DHHS Division of Appeals and Hearings
5/17/2019	Your Membership Responsibilities	57	#14	Updated verbiage to say: 'To keep your health plan, some of you must renew your SC HC coverage every year'
5/17/2019	Your Membership Responsibilities	57	#5	Changed 'state ID card' to 'Medicaid ID card'
5/17/2019	Fraud, Waste and Abuse: Definitions	60	4	Changed 'Medical ID Card' to 'Medicaid ID card'
3/9/2020	Cover	n/a	n/a	Changed year from 2019 to 2020
3/9/2020	Quick Reference	9	n/a	Changed 'South Carolina Department of Health and Human Services (SCDHHS)' to 'South Carolina Healthy Connections Member Contact Center'
3/9/2020	Quick Reference	9	n/a	Updated English phone number for Nurse Advice Line
3/9/2020	Services Covered by Molina: Audiological Services	26	3rd grid cell	Deleted 'covered only for children under 21 years of age' under coverage. This is already listed under limits/exclusions and was redundant information.
3/9/2020	Extra Services Outside the Core Benefits: Medical (Non-Ambulance) Transportation	39	n/a	Updated coverage information and phone numbers
3/9/2020	What is an Emergency?	43	3	Updated English phone number for Nurse Advice Line
3/9/2020	Transportation	20	3	Changed last sentence to: See page 39 'for more information' rather than 'for the phone number by county'
4/17/2020	Appointment Guidelines -BH	23	4th grid cell	Changed timeframe for 'routine care' from 10 calendar days to 10 business days
4/17/2020	Services Covered by Molina Grid -DME	28	n/a	Added "Hearing aids and hearing aid accessories only covered for members under age 21" under limits and exclusions
4/17/2020	Services Covered by Molina Grid -Podiatry	35	3rd grid cell	Changed to say "for members of all ages" instead of "for members ages 19 and older"
4/17/2020	Covered Drugs	44	7	Changed '3 day supply' to 'emergency supply' and removed sentence: "This 3 day time period allows you to have your medications..."
4/17/2020	Fraud, Waste and Abuse	60	2	Added fax number for SCDHHS Medicaid Fraud and Abuse Hotline to mirror website content
7/1/2020	Cover	n/a	n/a	Changed Molina logo to version without 'your extended family' tagline
7/1/2020	Cover	n/a	n/a	Changed date of last revision
7/1/2020	Your Membership	9	n/a	Added Member Services email and fax number
7/1/2020	Your Membership	9	n/a	Removed extra words to make content more concise
7/1/2020	Your Policy: Covered Services Grid	27	1st grid cell	Added BabyNet
7/1/2020	Your Policy: Covered Services Grid	34	1st grid cell	Added additional information about members who are exempt from co-payments
7/1/2020	Appeals	52	1	Added address for sending a written appeal
7/1/2020	Appeals	52	1	Added sentence: 'A provider can appeal on your behalf if you have agreed...'

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7/1/2020	Appeals	53	3	Added statement about member being able to access case file at any time
9/1/2020	Cover	n/a	n/a	Updated date of last revision
9/1/2020	Covered Drugs	23/17	3	Changed URL for where to find list of preferred drugs
9/1/2020	Your Extras: Molina Mobile App	25/19	4	Added QR code and instructions for use of QR code
9/1/2020	Your Extras: Teladoc	25/19	n/a	Added new language about Teladoc benefit
9/1/2020	Appeals	59/53	4	Added additional language about requesting an appeals case file
9/1/2020	Back Cover	72	n/a	Hyperlinked social media icons