Molina Healthcare of South Carolina Medicaid Member Handbook Change Control Record

Revision Date	Section(s)	Page #(s): PDF/Doc	Paragraph	Change
6/23/2025	Cover	n/a	n/a	Updated date of last revision from Revised 'November 2024' to 'June 2025'
6/23/2025	Non-Discrimination Notice	0	n/a	Replaced Notice with updated copy
6/23/2025	Table of Contents	8	1	Moved 'Covered Drugs' to 'Your Policy' section
6/23/2025	Table of Contents	8	n/a	Minor rewording to 'NOTE' paragraph for added clarity
6/23/2025	Review your welcome kit	9	1	Minor rewording to 'review your welcome kit' paragraph for added clarity
6/23/2025	Talk about your health	10	1	Fixed grammatical errors, and made minor rewording changes for added clarity
6/23/2025	Find your doctor	16	1	Minor rewording to first paragraph for added clarity
6/23/2025	Covered drugs	21	5	Information moved from 'Your benefits' section to 'Your Policy' section
6/23/2025	Prescription Drugs	42	2	Added information about the SCDHHS Preferred Drug List and hyperlinked the drug lists
6/23/2025	Covered drugs	52	2	Added information about the SCDHHS Preferred Drug List including where to find this information online
6/23/2025	Grievance procedure	60	6	Changed 'When you file a grievance' to 'When you file a written grievance'
6/23/2025	Appeals	61	4	Changed 'Providers and other approved representatives" to "Approved representatives"
6/23/2025	Back Cover	0	0	Added information about opting into text messages from Molina to stay connected
8/29/2025	Cover	n/a	n/a	Updated date of last revision from Revised 'June 2025' to 'August 2025'
8/29/2025	Your Doctor	18	n/a	Added new information about Transition of Care
8/29/2025	My Molina Mobile app	24	2	Added creative box around QR code
8/29/2025	Appointment guidelines	28	2	Updated intro paragraph with additional details. Updated current guideline standards, and added new information about Autism Therapy and OB/GYN provider access to care standards.
8/29/2025	Covered services - Prior approval process	30	2	Updated words to bring down the readability level, and added line breaks for an easier read.
8/29/2025	Your Policy - EPSDT	45	3	Added 'Some tests and treatments might need approval before you can get them.'
8/29/2025	Well-child program	49	n/a	Updated content to include additional details.
8/29/2025	Behavioral and mental health support	53	n/a	Updated content to ensure emergency contact information is listed first, updated contact information, and revised wording to bring down readability.
8/29/2025	Definitions	71	n/a	Updated and added definitions based on Contract requirement 12.9.4.
8/29/2025	Back Cover	n/a	n/a	Added disclaimer: THIS HANDBOOK IS NOT A CERTIFICATE OF INSURANCE AND SHALL NOT BE CONSTRUED OR INTERPRETED AS EVIDENCE OF INSURANCE COVERAGE BETWEEN THE CONTRACTOR AND THE MEMBER.
8/29/2025	Quick reference	13	3	Removed Spanish NAL number. Molina now has one NAL number for Spanish and English.
8/29/2025	Pregnancy program	33	4	Removed header 'How to members enroll'.
8/29/2025	BabyNet	33	n/a	Added information about BabyNet
8/29/2025	Services covered by Molina: Alcohol, Drug, and Substance Use Services	34	1	Updated DAODAS contact information to the BHDD and provided a phone number for added convenience.
8/29/2025	Services covered by Molina: Emergency Medical Services	37	2	Changed 'Call your PCP as soon as possible' to 'After you get emergency services, make sure to see your regular doctor for any follow-up care you might need as soon as possible.'
8/29/2025	What is an emergency?	53	3	Removed Spanish NAL number. Molina now has one NAL number for Spanish and English.
10/29/2025	Cover	0	0	Updated year from '2025' to '2026' and date of last revision.
10/29/2025	Entire Handbook	Cover; 18; 23; 24; 26-28	n/a	All photos in the handbook have been updated for a fresh look for the new year
10/29/2025	ID Cards	12	n/a	Updated ID card image
10/29/2025	Health education programs	27	1	Added that Molina provides support to its members who want to stop vaping
10/29/2025	Covered services - Prior approval process	34	1	Changed decision notification for prior approvals from within 14 calendar days to within 7 calendar days. Also changed, 'if it is determined that the standard time frame could be...' to " if it is emergent/urgent, and a risk..." for added clarity.
10/29/2025	Covered services - Prior approval process	34	3	Changed "for standard decisions, we can request up to 14 extra calendar days, and if a quicker decision is needed, we can request up to 48 extra hours" to "We can request up to 14 extra calendar days
10/29/2025	Services covered by Molina - Well-child visits	48	2	Changed "for more details on EPSDT, please see the well-child program information in this Handbook" to "For more details...see the 'When should kids see the doctor' information..."
10/29/2025	Copayments (copays)	49	1	Updated paragraph about copays to clarify that members do not pay copays or cost sharing for any services, no matter what type it is or where they get it.