

Member Handbook Change Log Record

Date	Page(s)	Section	Change
8/19/2021	8	Always Keep Your Member ID Card With You	Updated picture of ID Cards to correct the PCN Number.
8/31/2021	2 and 83	Multi-Language & Disclaimer Insert	Update formatting and wording of Disclaimer insert.
10/1/2021	48	Value Added Services	Updated language for Tobacco Cessation reward.
1/6/2022	2	Multi-Language Insert	Updating Chinese and Arabic languages.
1/27/2022	45	Other Programs to Help You Stay Healthy	Updated phone numbers for Weight Management and Tobacco Cessation programs.
4/1/2022	46	Value Added Services	Updated the Details column for Newborn Circumcision.
4/1/2022	38-40	Services Covered	Updated to show limits and different covered services.
6/11/2022	34-35	Participating Pharmacies	Humana Pharmacy changed to Centerwell Pharmacy
11/8/2022	46-49	Value added services & Go365 rewards	Updated to reflect the new suite of value-added services and Go365 rewards for 2023 plan year.
1/23/2023	38	Maternity Care	Newborn hearing screenings are rendered in an inpatient hospital setting
05/01/2023	8	Always Keep Your Member ID Card with You	Member ID cards updated with new logo
05/01/2023	10	Key Words Used in This Handbook	Definition of 'grievance' was updated
10/04/2023	62	Appeals	Added information for member to file an Appeal online

10/04/2023	38	Regular Health Care	Rehabilitative Therapies for Children – Non-Hospital Based Rehabilitative Therapies for members under age 21 are provided through the Local Education Authorities (LEA) or the Private Rehabilitation Services Program.
1/1/2024	38	Maternity Care	Added newborn metabolic screenings
1/1/2024	40	Home Health	Removed private nursing duty
1/1/2024	51	Added Benefits	Added and updated Tobacco & Vaping Cessation Coaching, Weight Management Coaching, Youth Academic Support, Youth Development and Recreation,
1/1/2024	55	Go365	Updates to rewards under Go365
1/1/2024	41	Pharmacy	Update to include CGMs as a covered benefit under the pharmacy section.
3/25/2024	35	Go365 rewards	Corrected OTC allowance amount from \$10 monthly to \$30 per quarter
8/1/2024	80	Notice of Privacy Practices	Updated Privacy Practices
8/1/2024	34	Prescription Drugs	Removed Step Therapy
8/1/2024	33	Prescription Drugs	Changed Preferred Drug List to Comprehensive Drug List
8/1/2024	34	Copay	Copay removed

9/1/2024	38	Maternity Care	Care management services for members during pregnancy and for two months after delivery
1/1/2025	All	All	Annual review for 2025 benefits
1/16/2025	67	Member Rights	Add "You have the right to request a copy of the provider directory" to Member Rights and Responsibilities
5/30/2025	72	Advance Directives	Information about complaints concerning non-compliance with the advance directive requirements may be filed with the South Carolina Department of Public Health