Make an Appointment

Call your Care Connect provider to schedule an appointment.

Items to bring to your appointment

- Bring a list of all the medicine you take. This includes prescription and non-prescription medications, vitamins and dietary or herbal supplements.
- Write down questions you have for the visit.
- Create a list of your current medical conditions, past surgeries and illnesses.

Referrals

If you are in a Care Connect program and need to see other doctors or specialists, your primary care provider will give you a referral. If you go to a different doctor without a referral, you will be responsible to pay the bill.

After your appointment

- Follow your health care provider's instructions.
- If you don't understand the instructions, call your care coordinator.
- Talk with your provider or pharmacist before you stop taking any prescribed medicine.
- Call your health care provider if your symptoms get worse.

"I feel more in control of my health."
- Care Connect participant

Contact Us

Address:
Department of Social Services
700 Governors Drive
Pierre, SD 57501

Email:
MedicalServices@state.sd.us

Online:
dss.sd.gov/medicaid/care_management/recipient/

Phone:
605.773.3495

South Dakota Department of Social Services

The Department of Social Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of actual or perceived race, color, religion, national origin, sex, age, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in its programs, activities, or services. For more information about this policy or to file a Discrimination Complaint you may contact: Discrimination Coordinator, Director of DSS Division of Legal Services, 700 Governor's Drive, Pierre, SD 57501, 605.773.3305.

Español (Spanish) - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.305.9673 (TTY: 711).
Deutsch (German) - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.305.9673 (TTY: 711).

Printed on recycled paper | February 2026
Alphagraphics | 4,000 copies | $0.11 per copy
MS06

Care Connect

Support for a Healthier Tomorrow

Providing medical care coordination focused on YOU



South Dakota Department of Social Services

Strong Families - South Dakota's Foundation and Our Future

Care Connect Services

- Teaching you how to take care of yourself and make healthy choices.
- Helping you schedule screenings and appointments when you need them.
- Making sure you get the care you need to keep you from getting sick.

- Focusing health care on you as a whole person.
- Setting goals for your health needs and making a plan for when and how you receive care.
- Building a team to help you meet your health goals.
- Providing referrals to other providers or specialists.



- Working with you, doctors, nurses, counselors, hospitals and others to make sure you get the care you need.
- Explaining tests and results to you to make sure you understand everything about your health.
- Making sure you don't go back to the hospital or ER after you leave.

- Working with you and your family or caregiver to make sure you can focus on your health.
- Helping you get other services you need in your community.

Find a Provider

1. Know your doctor type
2. Choose a provider close to home.
3. Get permission from closed providers. Closed providers are designated by an '*' asterisks.
4. Ask about special needs.

Online Tools

Use the following link to help you find a provider near you: dss.sd.gov/medicaid/care_management/recipient/

Choose a Provider

1. Select a provider for each eligible family member at pcphhselection.appssd.sd.gov/.
2. You may also call or visit your local office, or contact South Dakota Medicaid at 800.597.1603.

"I always have someone I can call when I need help."
- Care Connect participant