## 2022 Filing Requirements (for 2023 Plans)

	ired items are noted with a check mark (√)	Major Medical Major Medical						
and/or with specific notes/ guidance applicable to individual items. Items are separated by location in the filing or binder, which is identified under the bold, italicized headings. If not required, item is marked n/a.		On Exchange/On and Off Exchange		Off Exchange If all plans are outside of Exchange in Market Segment				
Item	Standard Requirements	Individual	Small Group	Individual	Small Group			
NO.	SERFF FORM/ RATE FILING							
1	Correct TOI/Sub-TOI	TOI: H16I Individual Health - Major Medical or HOrgo2I Individual Health Organizations - Health Maintenance (HMO); Sub-TOI should be based on product type	TOI: H16G Group Health - Major Medical or HOrgo2G Group Health Organizations - Health Maintenance (HMO); Sub TOI should be based upon the product type, but should be a Sub-TOI that is "Small Group Only"	TOI: H16I Individual Health - Major Medical or HOrgo2I Individual Health Organizations - Health Maintenance (HMO); Sub-TOI should be based on product type	TOI: H16G Group Health - Major Medical or H0rg02G Group Health Organizations - Health Maintenance (HMO); Sub-TOI should be based upon the product type, but should be a Sub-TOI that is "Small Group Only"			
2	Filing Fees		etaliatory basis	Required on a r	etaliatory basis			
3	Forms and Rates - filed together	Issuers should submit a single form/rate filing for all 2023 plans/ products in a market segment (QHPs and non-QHPs should be submitted together).		Issuers should submit a single form/rate filing for all 2023 plans/products in a market segment.				
4	Forms and Rates - Review Standard	Forms - Prior Approval Rates - Prior Approval		Forms - Prior Approval Rates - Prior Approval				
5	Plan Marketing Name **New for PY2023**	Plan marketing names will be required to be limited to the name of the plan (which may include the metal level) and the deductible amount.  For silver plans, we will allow the cost sharing level to be		Plan marketing names will be required to be limited to the name of the plan (which may include the metal level) and the deductible amount.  For silver plans, we will allow the cost sharing level to be included. No benefit information will be allowed in the marketing name.				
			L INFORMATION TAB	Ites				
6	PPACA		mediate Market Reforms	Non-Grandfathered Immediate Market Reforms				
7	Exchange Intentions	Yes - in the text box provided, indicate if the filing includes any non-QHPs (i.e., plans that are strictly off Exchange)		No				
8	Implementation Date Requested Requested Filing Mode	1/1/2023		1/1/2023				
9	Market Type	Review & Approval Individual Market Type: Group		Review & Approval  Individual Market Type: Group				
11	Filing Description	Utilize this field to replace the cover letter.  See Notes for Item 11 for required items.		Utilize this field to replace the cover letter.  See Notes for Item 11 for required items.				
		-	M SCHEDULE TAB	Dec Hotes joi Helli I	1 joi required items			
	ot all forms may be applicable to all issuer. s utilizing previously approved forms, this sh							
12	Policy Form	One variable policy form should be submitted per product type (e.g., EPO, PPO, etc.).		One variable policy form should be submitted per product type (e.g., EPO, PPO, etc.).				
13	Master Policy and Certificate	n/a	One variable policy form should be submitted per product type (e.g., EPO, PPO, etc.).	n/a	One variable policy form should be submitted per product type (e.g., EPO, PPO, etc.).			
14	Application	√	n/a	√	n/a			
15	Master Application/ Enrollment Form	n/a	√	n/a	√			
16	Riders/Endorsements/ Amendments Variable Schedule of Benefits	V		V				
17	(Boiler Plate Form)		J/-	,	V/-			
18	Outline of Coverage	√ RATE/ F	n/a RULE SCHEDULE TAB	V	n/a			
19	Filing Method	Prior A	pproval	Prior Approval				
20	Filing Method of Last Filing	Prior Approval		Prior Approval				
21	Rates Table Template	MUST be submitted as an Excel file + as a PDF file. If the Excel file is too large for the filing, the issuer should submit it as multiple attachments in the filing and also submit the complete Excel file in the associated binder in SERFF Plan Management.		MUST be submitted as an Excel file + as a PDF file. If the Excel file is too large for the filing, the issuer should submit it as multiple attachments in the filing and also submit the complete Excel file in the associated binder in SERFF Plan Management.				
	URRT TAB (New for PY 2023)							
22	Part I URRT  **Updated for PY2023**	$\checkmark$		√				
23	Part III Actuarial Memorandum and Certification	This should be the complete, Actuarial Memorandum without redaction per the 2023 Unified Rate Review Instructions. Note: An issuer that utilizes a separate, state-required Actuarial Memorandum should also include this as a second attachment under this field.  See Notes for Item 23 for information on CSR & COVID-19 adjustments.		This should be the complete, Actuarial Memorandum without redaction per the 2023 Unified Rate Review Instructions. Note: An issuer that utilizes a separate, state-required Actuarial Memorandum should also include this as a second attachment under this field.  See Notes for Item 23 for information on COVID-19 adjustments.				
	<u> </u>	See Notes for Helli 23 for injormatio	on on core a covin-19 adjustments.	See Notes for Hell 23 for inform	anon on coviD-19 aujustilients.			

All required items are noted with a check mark $()$		Major Medical					
and/or with specific notes/ guidance applicable to individual items. Items are separated by location in							
the filing or binder, which is identified under the bold, italicized headings. If not required, item is marked n/a.		On Exchange/On and Off Exchange		Off Exchange If all plans are outside of Exchange in Market Segment			
Item No.	Standard Requirements	Individual	Small Group	Individual	Small Group		
24	Redacted Actuarial Memorandum	from disclosure, a redacted copy added supporting document. The copy, if no redacted version is access when all filings are made multiple copies, please wait to o	ne redacted AM (or the complete uploaded) will be set for public public. Note: To avoid submitting add this item until you near the and only after all objections have ned should match the final version	If the issuer has elected to redact any information that is exempt from disclosure, a redacted copy should be submitted as a useradded supporting document. The redacted AM (or the complete copy, if no redacted version is uploaded) will be set for public access when all filings are made public. Note: To avoid submitting multiple copies, please wait to add this item until you near the conclusion of the review process and only after all objections have been satisfied. The version attached should match the final version of the Redacted AM uploaded in the URR system.			
25	Part II - Consumer Justification Narrative	Required for ALL rate increases, regardless of whether the rate action meets the "subject to review" threshold in the Rate Review Regulation. This summary will be set for public access to provide consumers with non-technical information regarding the rate increase.		Required for ALL rate increases, regardless of whether the rate action meets the "subject to review" threshold in the Rate Review Regulation. This summary will be set for public access to provide consumers with non-technical information regarding the rate increase.			
			G DOCUMENTATION TA				
26	Actuarial Memorandum Dataset Supplement **Updated for PY2023**	The issuer must complete the Actuarial Memorandum Dataset Supplement and submit it in Excel (not PDF) with the filing, Enter data for all blue shaded cells consistent with the issuer's Part III Actuarial Memorandum. This includes cells where the spreadsheet contains sample input.		The issuer must complete the Actuarial Memorandum Dataset Supplement and submit it in Excel (not PDF) with the filing. Enter data for all blue shaded cells consistent with the issuer's Part III Actuarial Memorandum. This includes cells where the spreadsheet contains sample input.			
27	AV Certification by Actuary	The issuer must include an AV Certification by a credentialed actuary. This should be included in the Part III Actuarial Memorandum and Certification.		The issuer must include an AV Certification by a credentialed actuary. This should be included in the Part III Actuarial Memorandum and Certification.			
28	Self-Compliance Tool for the Mental Health Parity and Addiction Equity Act (MHPAEA)	The issuer should complete the Self-Compliance Tool for the Mental Health Parity and Addition Equity Act (MHPAEA) and attach a copy under the Supporting Documentation Tab.  The latest version (released in 2020) should be used.  See link in Notes below.		The issuer should complete the Self-Compliance Tool for the Mental Health Parity and Addition Equity Act (MHPAEA) and attach a copy under the Supporting Documentation Tab. The latest version (released in 2020) should be used. See link in Notes below.			
29	High Level Summary Document **Updated for PY2023**	This document should be completed based upon the number of plans the issuer is seeking to offer in 2023.  It should include the number of HIOS Plan IDs at the standard component level, without consideration of the number of variants (i.e., the -00 through -06 suffix).		This document should be completed based upon the number of plans the issuer is seeking to offer in 2023.  It should include the number of HIOS Plan IDs at the standard component level, without consideration of the number of variants (i.e., the -00 through -06 suffix).			
30	Consolidated ACA Certifications **Updated for PY 2023**	√		$\sqrt{}$ Note: The issuer may strike through any items that are not applicable.			
31	Third Party Authorization (bypass if n/a)	√		<i>√</i>			
32	AV Calculator Screenshots	QHPs: 1 screenshot/ plan + 1 screenshot/ <u>each</u> Silver Plan CSR Variation & Non-QHPs: 1 screenshot/ plan QHP/Non-QHP: Expanded Bronze - 1 screenshot/ <u>each</u> plan Each screenshot should be clearly labeled with the HIOS Plan ID & Plan Marketing Name		One screenshot/ plan Each screenshot should be clearly labeled with the HIOS Plan ID and Plan Marketing Name			
33	Sample Schedules of Benefits	QHPs: 1 completed SOB/ metal level + 1 completed SOB/ Silver Plan CSR Variation & Non-QHPs: 1 completed SOB/ metal level QHP/Non-QHP: Expanded Bronze - 1 completed SOB/ <u>each</u> plan SOB's should be for the plan with the largest enrollment per metal level		1 completed SOB/ metal level Expanded Bronze – 1 completed SOB/ <u>each</u> plan SOB's should be for the plan with the largest enrollment per metal level			
34	Unique Plan Design Supporting Documentation and Justification	If applicable, this document describes the reasons a plan qualifies as unique (e.g., not compatible with the standard Actuarial Value Calculator) and the methods used to calculate actuarial value.		If applicable, this document describes the reasons a plan qualifies as unique (e.g., not compatible with the standard Actuarial Value Calculator) and the methods used to calculate actuarial value.			
35	Marked Up (Redlined) Version of Any Previously Approved Form(s) and/or Any Updated Versions Submitted During Filing Review Process	If the issuer is filing revisions to previously approved forms, a redlined version comparing the proposed form (as uploaded under the Forms Tab) to the previously approved form should be provided. If any changes are made to a proposed form during the review process, a redlined version comparing the updated version to the previously submitted version should be provided so that the Department may more readily identify the changes.		provided. If any changes are made to a proposed form during the			
36	Statement(s) of Variability	This should demonstrate the range of possible values that could be in any bracketed material in any variable forms filed under the Forms tab and/or any updated variability that may be required for continued use of any previously approved forms.					
37	Example of Completed SBC		iling in order to demonstrate s federal requirement.	of the plans included in the f	iling in order to demonstrate federal requirement.		

All requ	uired items are noted with a check mark ( $$ )	Major Medical							
and/or with specific notes/ guidance applicable to individual items. Items are separated by location in the filing or binder, which is identified under the bold, italicized headings. If not required, item is marked n/a.		On Exchange/On and Off Exchange		Off Exchange If all plans are outside of Exchange in Market Segment					
Item No.	Standard Requirements	Individual	Small Group	Individual	Small Group				
	SUPPORTING DOCUMENTATION TAB, (con't)								
38	Network Adequacy (Access Plan and Annual Certification) **Further updates coming soon**	An access plan must be filed with the initial filing and a certification by February 1st each year thereafter.  See Bulletin 2013-04, Appendix C, Item 8 Provider Network Adequacy Guidelines, specifically #9 - #15.  An access plan must be filed with the initial filing and a certification by February 1st each year thereafter.  See Bulletin 2013-04, Appendix C, Item 8 Provider Network Adequacy Guidelines, specifically #9 - #15.			r 1st each year thereafter. lix C, Item 8 Provider Network				
39	2021 Consolidated Appropriations Act/No Surprises Act **For New Carriers in PY 2023**	This attestation should be completed by new QHP issuers for PY 2023 and submitted with the Form/Rate Filing. See Bulletin 2021-09		n/a					
		SERFF PLAN	MANAGEMENT BIN	DER					
A	Correct Plan Year, Market Type and Binder Type	Plan Year: 2023 Market Type: Individual Binder Type: Medical	Plan Year: 2023 Market Type: Small Group Binder Type: Medical	Plan Year: 2023 Market Type: Individual Binder Type: Medical	Plan Year: 2023 Market Type: Small Group Binder Type: Medical				
В	Associated Schedule Items	Form/Rate filing for 2023 Plans forms, the schedule items show	The associated schedule items should link to the associated Rate filing for 2023 Plans. If using previously approved the schedule items should link to the applicable prior filing that includes those documents.  The associated schedule items should link to the applicable prior filing that includes those documents.		s. If using previously approved uld link to the applicable prior				
		TE	MPLATES TAB						
C	Essential Community Providers (ECP)/Network Adequacy Template Plan and Benefits Template	√		n/a					
E	Prescription Drug Template	1	/	√ √					
F	Network ID Template	\frac{1}{2}		√ √					
G	Service Area Template	Note: SC does not accept partial county service areas.		Note: SC does not accept partial county service areas.					
I	Business Rules Template  Transparency In Coverage Template	√ If a QHP is available both on and off the Exchange, issuers are required to report claims data <u>only for the on-Exchange</u> enrollees.		n/a n/a					
		SUPPORTING	G DOCUMENTATION TA	AB					
J	Data Integrity Data Integrity Tool Output Report	√		<b>V</b>					
K	Cost Sharing Cost Sharing Tool Output Report + Supporting Documentation/ Justification	√		$\checkmark$					
L	ECPs Essential Community Providers Tool Output Report + Supporting Documentation/ Justification	√		n/a					
M	Non-Discrimination Non- Discrimination Tool Output Report + Supporting Documentation/ Justification	√		n/a					
N	Category & Class Drug Count Tool Output Report + Supporting Documentation/ Justification	√		V					
0	Formulary Review Suite Formulary Review Suite Tool Output Report + Supporting Documentation/ Justification	√		√					
P	Plan Crosswalk Plan Crosswalk Validation Tool Output Report + Plan ID Crosswalk Template	√ The template and tool are only required for On Exchange Plans (n/a for first-time QHP issuers)	n/a	n/a					
Q	QHP Issuer Compliance Plan and Organizational Chart Interoperability Attestation and Justification Form	√ Required for On Exchange Plans Only (first-time QHP issuers have extended implementation date)	n/a	n/a					

## **Notes on Filing Items:**

- Item 5 (Plan Marketing Name) \*\*New for PY2023\*\* Plan marketing names will be required to be limited to the name of the plan (which may include the metal level) and the deductible amount. For silver plans, we will allow the cost sharing level to be included. No benefit information will be allowed in the marketing name. (Example of allowable Marketing Name: Silver 6000 87 or Gold 2500)
- Item 11 (Filing Description/Cover Letter) Filing Descriptions must contain the following information, even if a Cover Letter is attached to the Supporting Documentation tab: (1) Indicate whether the issuer is seeking QHP certification to sell some or all the plans included in the filing on the Marketplace. (2) If an issuer is utilizing the Federal Marketplace application/enrollment materials only, that should be noted in the Filing Description. (3) Indicate if the forms are new or revised. (4) If an issuer plans to continue to utilize and/or amend any previously approved forms, include the form name along with the state tracking number for the filing in which it was approved. (5) If an issuer plans to continue to utilize any previously approved forms, indicate whether any changes to the variability are being sought in this filing and, if so, include an updated Statement of Variability under the Supporting Documentation tab. (6) Indicate which plans, if any, are "Expanded Bronze" plans. If none of the plans are "Expanded Bronze" plans, please state that in the Filing Description. (7) Indicate which plans, if any, use a tiered network or a tiered pharmacy network. If a tiered network is not used, please state that in the Filing Description.
- Item 22 (Part I URRT) As noted in the PY2023 Final Letter to Issuers, Issuers submitting plans under the TOIs/Sub-TOIs as noted in Item 1 "are now able to comply with the requirement to submit the Unified Rate Review Template (URRT) to CMS by submitting the rate filing directly in SERFF. New functionality is available beginning with the 2023 plan year, such that a rate filing filed in SERFF is automatically uploaded to the Uniform Rate Review (URR) Module of HIOS and will be considered filed with CMS once submitted in SERFF."
- Item 23 (Part III Actuarial Memorandum and Certification) Guidance on how cost of CSR subsidies should be applied (Silver Loading). Cost-sharing reduction subsidies (CSRs) are no longer funded by the federal government; however, CSR variant plans must still be offered to certain low-income members under the same enhanced AV requirements. To offset the cost of the CSR subsidies, a QHP issuer may include an adjustment to the On Exchange Silver plans. This adjustment may not be spread across all QHPs only plans that offer the cost-sharing reduction subsidies. QHP issuers must provide a separate analysis or documentation of the impact of the lack of CSR funding on these Silver plans in their Actuarial Memorandum or supporting documents. QHP issuers may, further, develop "mirrored Off Exchange Silver Plans" that do not include this adjustment; however, such plans must include some variation in benefits in order to charge different (lower) premiums.
- Item 23 (Part III Actuarial Memorandum and Certification) Guidance on reporting the impact of COVID-19 on rates. All issuers must include a separate analysis or documentation in the Actuarial Memorandum or supporting documents that outlines all support and adjustments made as a result of COVID-19; including an analysis of all assumptions and internal and external data sources relied upon for the development of these adjustments.
- Item 24 (Redacted Actuarial Memorandum) If the issuer has elected to redact any information that is exempt from disclosure, a redacted copy should be submitted as a user-added supporting document. Do NOT include the Redacted Actuarial Memorandum with the other documents as SERFF does not support selection of a single file within a grouping of files for setting public access. If the redacted version is not submitted in a separate item group, then SCDOI must set public access for all versions. Note: CMS intends to post information on proposed rate filings for consumers to review on July 31, 2022 at <a href="https://ratereview.healthcare.gov">https://ratereview.healthcare.gov</a>. CMS Instructions for the Redacted Actuarial Memorandum are available online (<a href="click here">click here</a>).
- Item 26 (Actuarial Memorandum Dataset Supplement) The issuer must complete the Actuarial Memorandum Dataset Supplement Plan Year 2023 and submit it in Excel (not PDF) with the filing. Enter data for all blue shaded cells consistent with the issuer's Part III Actuarial Memorandum. This includes cells where the spreadsheet contains sample input. The Department has published this document on its website (click here). Please utilize the latest version (Revised 04/2022) and submit it in Excel format under the Supporting Documentation Tab in the Form/Rate filing.

- Item 27 (AV Certification by Actuary) The AV certification must be made by a credentialed actuary and must specifically reference that "the plan has been accurately entered into the AV Calculator and that the metal level assigned accurately reflects the results of the AV Calculator." See <a href="SCDOI Bulletin 2013-04">SCDOI Bulletin 2013-04</a> (Section III (D)(5) on p.7).
- Item 28 (Self-Compliance Tool for the Mental Health Parity and Addiction Equity Act (MHPAEA) The issuer should complete the DOL/HHS/Treasury Self-Compliance Tool for the Mental Health Parity and Addition Equity Act (MHPAEA) and submit with the filing under the Supporting Documentation Tab. Issuers should use the comment boxes to provide an overview of how they are in compliance with each provision. Yes/No/N/A answers are not sufficient responses. The Department has posted this document on its website and can be found by clicking here or on the DOL's EBSA website by clicking here.
- Item 29 (High Level Summary) The Department has published a new High Level Summary on its website (<u>click here</u>). Please utilize the latest version (Revised 05/2022) and submit it in Excel format in the Form/Rate filing.
- **Item 30 (Consolidated ACA Certifications)** The Consolidated ACA Certification is on the SCDOI website (click here). Please utilize the latest version (Revised 05/2022) and submit it in the Form/Rate filing.
- Item 32 (AV Calculator Screenshots) The final version of the AV Calculator for PY 2023 should be used for all of the AV Calculator Screenshots. An AV Calculator Screenshot should be provided for each plan- including for each CSR variation of the plan (i.e. each Standard Component + Variant as listed on the Plans and Benefits Template). You can find the Final AV Calculator at <a href="https://www.cms.gov/sites/default/files/2022-04/Final-2023-AV-Calculator.XLSM">https://www.cms.gov/sites/default/files/2022-04/Final-2023-AV-Calculator.XLSM</a>
- Item 33 (Sample Schedules of Benefits) Sample SOB's should be submitted for each plan per metal level with the largest enrollment as of March 1, 2022. Issuers new to the market must submit sample SOB's for the lowest cost plan per metal level.
- Item 34 (Unique Plan Design Supporting Documentation and Justification) Include examples of each adjustment made to input into the AV Calculator that varies from the benefit amounts shown in the Schedules of Benefits. Documentation should be submitted in an actuarial report format as well as in Excel format and be clear enough so that an analyst reviewing the filing can replicate the work. This should also be outlined in detail in the Part III Actuarial Memorandum.
- Item 36 (Statement(s) of Variability) A Statement of Variability should be provided for each variable form that is uploaded to the Form Schedule tab, including the Variable Schedule of Benefits Boiler Plate Form. Any changes to variability for previously approved forms that are noted in the Filing Description also require a new Statement of Variability.
- Item 39- (2021 Consolidated Appropriations Act/No Surprises Act)- \*\*For new carriers in PY 2023\*\* This attestation should be completed by new QHP issuers for PY 2023 and submitted with the Form/Rate Filing. See <u>Bulletin 2021-09</u>. Note that this attestation is due by *February 1* for all issuers each year.

## **Notes On Binder Items:**

- Item C (Essential Community Providers (ECP)/Network Adequacy Template) \*\*Updated for PY 2023\*\* Starting in PY2023, CMS will conduct reviews of the network adequacy standards for medical QHP and SADP certification for the 2023 plan year. As noted in the 2023 Final Letter to Issuers "Issuers in all FFE states, including states performing plan management functions, will be required to submit their network adequacy data to CMS via the Essential Community Provider/Network Adequacy (ECP/NA) template." Please refer to the 2023 Final Letter to Issuers Section 3 found at <a href="https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Final-2023-Letter-to-Issuers.pdf">https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Final-2023-Letter-to-Issuers.pdf</a>
- Item Q (Interoperability Attestation and Justification Form: Compliance with Health Data and Plan Information Interoperability Requirements) Include a copy of completed forms submitted to HIOS.
- Issuers bypassing a submission requirement must note the reason for the bypass in the comments field in order to avoid additional objections.

- Issuers should take note of the Plan Management General Instructions and the instructions listed under each item in the Supporting Documentation Tab when preparing their submissions.
- Once binder is submitted, a Note to Reviewer should be submitted in the corresponding Form/Rate filing with SERFF Binder Number and date submitted. If validation is not completed by target date listed, carrier should advise DOI when validation will be completed and reason for delay. Submit as a Note to Reviewer in Form/Rate filing.
- Additional items may be required in response to state and/or federal reviews.

## **General Notes:**

- Not all of the items listed under the Policy Forms (Form Schedule Tab) heading may be applicable to all issuers. Issuers are permitted to utilize previously approved forms if they are compliant with all applicable state and federal requirements. If an issuer is utilizing any previously approved forms, the SCDOI asks that the issuer upload copies of the final versions of the forms (as previously approved) to the Supporting Documents tab and include the SC state and/ or SERFF tracking number of the filing(s) that include the previously approved forms. This will serve to speed up the review process.
- In advance of any filing, the issuer should <u>review their last Form/Rate filing(s)</u> and address any objections/ <u>requests for additional information in said filings as a part of their submission</u>. Note: This does not mean that you should simply attach copies of prior objection responses; you should incorporate the information/ support requested previously in the appropriate document(s) in order to reduce the number of objections and, thus, expedite the review process.
- Please refrain from labeling/ naming items as "final" and from re-submitting items that do not change in response to objections, filing updates, etc. We encourage carriers to utilize a naming convention such as "Item Date v1" to reduce confusion and speed up the review process. (i.e. "AV Screenshots 06.04.2022 v1"
- When replacing a previously submitted document/ file, issuers should grey out the prior version and replace it
  with the most updated version in the same location as the prior document. This is the standard process for
  items under the Form Schedule tab and Rate/Rule Schedule tab, but should also be utilized for any documents
  under the Supporting Documentation tab. There should not be multiple groups of attachments with the same
  or similar names; instead, the issuer should grey out old documents and replace them as necessary.
- Association filings must comply with **SCDOI Bulletin 2011–11**. Associations will be treated as they are marketed.

To Access 2022 (PY2023) Filing Requirements for SADP Issuers, <u>Click Here</u>.

Questions? Email lahmail@doi.sc.gov or contact Shari Miles at (803) 737-6096 or smiles@doi.sc.gov