CHAPTER 9
Waiver Services

In Chapter 9 of this manual, there are subchapters for each CS Waiver service which includes the following information:

- Service definition
- Limits/restrictions of the service
- Service provider types
- Instructions for arranging and authorizing the service.
- Instructions for monitoring the service.

CS Waiver services are provided in response to specific needs of the participant and documented in the Annual Assessment and Support Plan. The Waiver Case Manager (WCM) is responsible for evaluating a participant's needs using formal and informal assessment. When a waiver service is identified, the WCM will document the need for the service in the Support Plan. Documentation in the Support Plan must include the service name, provider type, funding source and the amount, frequency, and duration.

The WCM will submit a request for services or service changes by updating the Support Plan. The Support Plan is then reviewed by the SCDDSN Waiver Administration Division. The WCM must submit supporting documentation and/or assessments as specified in each service section.

The WCM is responsible for authorizing and monitoring services and, when the need is met or services are no longer needed, terminating services.

Once service levels are reviewed by the SCDDSN Waiver Administration Division, the WCM is notified. If a service is denied, reduced or terminated, the WCM must provide the participant/family with the Process for Reconsideration of SCDHHS Decisions.

Monitoring Community Supports Waiver Services: Each service is monitored according to the guidelines included in the service subchapters. The WCM must monitor all waiver-funded services received by a participant. This monitoring will be considered complete when one or more of the following contacts have been made:

- Conversation/discussion with the participant, participant's family/caregiver, or Service Provider for the purpose of determining the effectiveness, frequency, duration, benefits and usefulness of the service.

- Review of documentation of services provided for the purpose of assessing the effectiveness, frequency, duration, benefits and usefulness of the service.

- On-site observation of the service being rendered for the purpose of determining the effectiveness, frequency, duration, benefits and usefulness of the service.

To thoroughly monitor a service, the WCM is encouraged to use multiple sources to gather information. Allowing input from multiple sources provides a clearer picture of the effectiveness of the service.