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MEMORANDUM

TO: Executive Directors, DSN Boards of Case Management
CEOs, Contracted Service Providers of Case Management
Case Management Supervisors

FROM: Lori Manos, Associate State Director-Policy *lm*

DATE: May 24, 2022

SUBJECT: Waiver Case Management (WCM) Authorization Migration, New WCM Case Note Template, and Necessary Action

The purpose of this memo is to notify WCM providers that the Waiver Case Management Authorization migration discussed in the May 17th and 18th CM Monitoring Tool training sessions did not occur as planned.

The migration of Waiver Case Management (WCM) authorizations was necessary to allow billing to generate from case notes. Prior to this migration, WCM units were required to be entered in the Therap Attendance Module. Therap was able to split all approved WCM authorizations with an effective date of June 1, 2022. Case Managers should review all WCM authorizations to ensure this occurred for their entire caseload. Therap was not able to accomplish automatic acknowledgement of this WCM authorization split. Over the remainder of this week Therap will acknowledge the WCM authorizations that were created in the migration. All acknowledgements should be completed no later than the morning of Friday, May 27, 2022.

Because WCM authorizations are in a pending acknowledgement status, providers are unable to submit any WCM billing claims using the Therap system. This will be resolved with Friday's full migration. If providers wish to submit WCM claims prior to Friday, they have the option of manually acknowledging the WCM authorization splits.

Any WCM authorizations completed from May 23rd forward will use the new case note billing data collection. Case managers will need to pay careful attention to the "Service and Unit Rate"

drop down option in the case note. Case managers should continue to use the current WCM case note template (named WCM 2019.1) through May 31st. For all waiver participants with a WCM authorization dated between May 23, 2022 and May 31, 2022, the case manager will need to select either WCM with travel or WCM without travel from the “Service and Unit Rate” drop down in the case note.

Effective for all service delivery dates starting June 1, 2022, case managers will use the new WCM Case Note Template in Therap (named WCM v2:2022/06/01). This is required to allow billing through case notes. As previously noted, case managers will need to pay careful attention to, and select an option from, the “Service and Unit Rate” drop down option in the case note.

As noted in the April 25, 2022 Executive Memo entitled “Waiver Case Management Monitoring Tool Training,” states are required to operate Home and Community Based Waiver programs in accordance with certain assurances, demonstrating that they meet a minimum level of compliance. As part of the ID/RD Waiver renewal, the waiver assurances were updated, leading to the need to collect additional information when monitoring. Effective June 1, 2022, Waiver Case Managers must utilize the Waiver Case Management Tool during all required quarterly face-to-face visits for all DDSN operated waivers.

Two virtual training sessions were held in May to orient case managers to the tool. Materials from those training sessions have been posted in Business Tools>Case Management Tools>Waiver Case Management Monitoring Tool.

Questions may be directed to Melissa Ritter (mritter@ddsn.sc.gov) or Jennifer Jaques (jjagues@ddsn.sc.gov). Thank you.