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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*

RE: Processing of Paused Waiver Disenrollments

DATE: September 14, 2023

The purpose of this memo is to provide information on the action plan for the resolution of all paused waiver disenrollments. As previously noted, The COVID-19 Public Health Emergency (PHE), ended May 11, 2023. For the duration of the PHE, the Family First Coronavirus Response Act provided health provisions which included Medicaid eligibility protections. This provision affected the processing of Medicaid Waiver disenrollments (terminations). In most instances, waiver disenrollments were paused, which allowed individuals who would normally have been disenrolled, to maintain their Medicaid eligibility status and waiver enrollment.

All waiver disenrollments with effective dates on or after May 11, 2023 have been processed. DDSN will now begin processing disenrollments issued and “paused” prior to May 11, 2023. DDSN will address these paused disenrollments in two ways:

1. For those in paused disenrollment status as a result of the case manager’s inability to locate the waiver participant, DDSN will process the disenrollment internally. Case Management Providers were recently contacted regarding waiver participants in this status and were asked to confirm whether communication with the waiver participant has been re-established. DDSN will now make three attempts to contact the waiver participant by telephone/email. If not reached, DDSN will send a letter asking the participant to contact a DDSN representative by a specific date. If the participant does not contact a DDSN representative by that date, DDSN will send the Notice of Disenrollment with ten-day notice via certified mail and the disenrollment will be processed accordingly with notification made to the case management provider.

2. For those in paused status for other reasons, the DDSN Waiver Enrollment Coordinators will contact the case manager directly with specific instructions and timelines for completion.

Our plan is to have all paused disenrollments processed by December 1, 2023. If you have any questions regarding this, please contact Janis Moore at 803-898-9703 or janis.moore@ddsn.sc.gov; or Melissa Ritter at 803-898-5120 or mritter@ddsn.sc.gov. Thank you.