DDSN Executive Memo

TO: **EXECUTIVE DIRECTORS, DSN BOARDS**
             CEOS, CONTRACTED SERVICE PROVIDERS

FROM: **SUSAN KREH BECK, ED.S., LPES, NCSP, ASSOCIATE STATE DIRECTOR, POLICY**

DATE: **AUGUST 18, 2020**

RE: **Market Rate Case Management Issue – July 2020 Billing Report**

Attached is the "Case Management Revenue by Provider" report for July 2020. The reports include: (1) the average monthly revenue per waiver individuals, (2) the average revenue per non-waiver individuals (MTCM/SFCM) and (3) a total average revenue per individual. This data allows a provider to evaluate, over time, the average monthly revenue generated per individual so the appropriate number of case

Statewide Average Revenue Per Individual by Category			
	WCM	MTCM/SFCM	TOTAL
July	$ 113.87	$ 83.23	$ 109.50

Average Revenue per Individual by Category

managers/supervisors needed based on the total number of cases served by the organization can be determined. The statewide average revenue per individual is outlined in the chart for July.

Because of the COVID-19 emergency, case managers continue to adjust service delivery to accommodate the requirement for social distancing. The current Case Management Policy includes a provision for non-face-to-face contact to be made in lieu of a face-to-face contact when there are exceptional circumstances so most case management functions have been delivered in a non-face-to-face manner since mid-March. Billing continues to be analyzed to determine if a shift to billing the non-travel rate negatively impacted providers. The average revenue per individual decreased marginally from $110.14 in June to $109.55 in July.

As a reminder, a rate increase for WCM was implemented on January 1, 2020. The increase of $0.22 for WCM with travel and $.13 for WCM without travel is reflected in the average revenues. Overall, these rates continue to cause a 0.85 % increase in the average monthly revenue per consumer for WCM. The line graph reflecting average market rate revenue for WCM over time continues to be updated to reflect a data point for old and new rates so that DDSN can continue to track statewide progress.

Additionally, of the individuals enrolled in the waiver on July 31, 2020, 458 did not have a reportable note submitted during the month of July despite the WCM requirement to do so. This represents 3.75% of the waiver individuals in the system. This represents a slight increase of 0.75% from the prior month of June. Neglecting to act to meet requirements may lead to compliance issues. DDSN will continue to reach out to providers who have excessive numbers of individuals who did not have a reportable note submitted to assist with identifying strategies to reduce this percentage.

DDSN continues to monitor providers whose revenue per consumer is less than 60% of the previous monthly payment for Waiver individuals. We will continue communication with those providers to gather information and provide technical assistance.

<div align="center">Invoices</div>

In addition to payment for Medicaid ineligibles, there are units not paid this month that can possibly be corrected

and resubmitted next month. Please see the memo sent on September 9, 2019, regarding Invoice Report Analysis Guidance for instructions to take action on the invoice issues. A review of the July 2020 invoices for Medicaid Ineligible and Not Paid are reflected in the charts below:

Description	WCM	MTCM
% of units that were paid but Medicaid ineligible	0.15%	0.24%
% of units not paid due to wrong template	0.13%	5.72%
% of units not paid - other	0.00%	0.00%

If you have questions, please contact Ben Orner at borner@ddsn.sc.gov or (803) 898-3520 or Lori Manos at lmanos@ddsn.sc.gov or (803) 898-9715.

July 2020 Case Management Revenue by Provider

Provider Name	Provider Size	Average Waiver Revenue per Waiver Enrolled Individual	Average MTCM/SFCM Revenue per Individual	TOTAL Average Revenue per Individual	25% Quartiles
Provider 13	Very Small	$ 194.87	$ 42.78	$ 178.77	Top Quartile $127.80 - $178.77
Provider 15	Very Small	$ 170.99	$ 38.50	$ 159.95	
Provider 34	Very Small	$ 146.96	$ 204.00	$ 149.82	
Provider 23	Small	$ 138.61	$ 87.27	$ 135.52	
Provider 8	Small	$ 137.71	$ 61.92	$ 133.41	
Provider 10	Large	$ 133.15	$ 128.91	$ 132.52	
Provider 35	Very Small	$ 127.93	$ -	$ 127.93	
Provider 3	Medium	$ 132.89	$ 73.94	$ 127.80	
Provider 16	Large	$ 131.43	$ 73.98	$ 127.50	Upper Middle Quartile $115.89 - $127.50
Provider 4	Large	$ 143.99	$ 96.17	$ 126.78	
Provider 2	Very Small	$ 154.82	$ 49.14	$ 120.77	
Provider 18	Medium	$ 115.67	$ 131.29	$ 117.52	
Provider 1	Large	$ 134.15	$ 65.20	$ 115.89	
Provider 11	Small	$ 110.49	$ 157.14	$ 111.83	Lower Middle Quartile $95.52 - $111.83
Provider 24	Small	$ 106.14	$ 152.89	$ 110.16	
Provider 21	Small	$ 113.04	$ 64.77	$ 108.76	
Provider 26	Very Small	$ 109.52	$ 87.50	$ 108.51	
Provider 29	Small	$ 105.96	$ 134.09	$ 107.86	
Provider 7	Very Small	$ 131.71	$ 61.07	$ 106.03	
Provider 6	Medium	$ 104.75	$ 115.13	$ 105.75	
Provider 20	Medium	$ 108.20	$ 40.00	$ 104.11	
Provider 9	Very Small	$ 108.41	$ 89.67	$ 103.65	
Provider 32	Small	$ 103.59	$ 78.16	$ 102.06	
Provider 42	Small	$ 106.05	$ 18.33	$ 101.83	
Provider 41	Medium	$ 99.35	$ 99.35	$ 99.35	
Provider 33	Small	$ 105.96	$ 71.36	$ 98.90	
Provider 46	Very Small	$ 80.67	$ 1,495.00	$ 97.71	
Provider 25	Very Small	$ 118.37	$ 23.59	$ 95.73	
Provider 38	Small	$ 99.56	$ 10.36	$ 95.52	
Provider 12	Small	$ 94.69	$ 106.67	$ 95.30	Bottom Quartile $51.11 - $95.30
Provider 19	Large	$ 88.82	$ 117.86	$ 90.51	
Provider 17	Small	$ 100.07	$ 53.37	$ 89.78	
Provider 31	Very Small	$ 95.66	$ 37.50	$ 87.63	
Provider 36	Very Small	$ 82.87	$ 93.00	$ 83.35	
Provider 22	Large	$ 85.86	$ 45.23	$ 82.43	
Provider 14	Small	$ 86.02	$ 19.67	$ 81.37	
Provider 5	Large	$ 89.47	$ 61.80	$ 79.88	
Provider 39	Very Small	$ 63.19	$ 141.92	$ 70.25	
Provider 30	Very Small	$ 68.56	$ 11.25	$ 66.95	
Provider 45	Very Small	$ 65.42	$ 20.83	$ 63.26	
Provider 44	Very Small	$ 51.89	$ 30.00	$ 51.11	
Total		$ 113.87	$ 83.23	$ 109.50	

Size	Number
Large	500+
Medium	300-499
Small	150-299
Very Small	0-149

Average Provider Market Rate Revenue Over Time