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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

*Lori C Manos*

**DATE:** April 5, 2022

**SUBJECT:** Case Management Billing Data Entry Support Procedures

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The February 17, 2022 Executive Memo entitled “Data Entry Support for Direct Billing” notified Case Management Providers of DDSN’s intent to offer data entry support to offset the additional administrative tasks associated with the direct billing of Waiver Case Management (WCM) in Therap. This support is to be offered from April 1, 2022 through June 30, 2022 and includes transferring data from the provider’s case note report to the Therap Attendance Module. The purpose of this memo is to outline the procedure by which WCM units will be entered for those Case Management Providers which responded to that memo, requesting data entry support.

Per Medicaid policy, Waiver Case Management services must be documented within seven (7) days of the activity date. This means Case Managers have seven (7) days to enter case notes documenting reportable activity. As a result, to allow case managers ample time to enter case notes, DDSN will work to enter billing data nine days in arrears, and will have all units entered within 14 days of the activity date.

Attached is a sample calendar for the month of April, demonstrating the first day units entered on a specific activity date can be entered by DDSN, as well as the date by which all units for a specific activity date will be entered.

**As an EXAMPLE to further illustrate the process:**

- The case manager completes WCM activity April 1, 2022. The case manager has seven days from that date to enter case notes.

- On April 9, 2022, DDSN data entry support staff will begin entering billing data for the activity date of April 1, 2022.
- All billing data for the activity date of April 1, 2022 will be entered by DDSN data entry support staff no later than April 14, 2022.

Upon completion of the data entry by DDSN, the provider will be required review the data in the Therap Attendance Module, approve the attendance, and submit it for billing. Please note, WCM billing units can only be entered in the Therap Attendance Module for individuals with appropriately completed WCM authorizations, who have been entered into the provider's Case Management Program, and have been acknowledged by the WCM provider. DDSN will not be able to enter units for individuals not present in the Therap Attendance Module. It will be the responsibility of the WCM provider to correct any issues for individuals not showing in the Therap Attendance Module, and to enter units for those individuals until the issues have been resolved.

DDSN is happy to be able to provide this service to providers, and trusts it will be of benefit. Questions may be directed to Melissa Ritter ([mr Ritter@ddsn.sc.gov](mailto:mr Ritter@ddsn.sc.gov)) or Janis Moore ([Janis.moore@ddsn.sc.gov](mailto:Janis.moore@ddsn.sc.gov)). Thank you.

Attachment

# April 2022

**GREEN** indicates first day that date's report can be run and entered into attendance. Ex. 4/1: First date billing from 4/1 can be entered is 4/9  
**RED** indicates the date by which that day's data must be entered. Ex. 4/1: Billing units delivered on 4/1 must be entered by 4/14

Example:

April 2022						
◀ Mar 2022						May 2022 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9 4/1
10 4/2	11 4/3	12 4/4	13 4/5	14 4/6 4/1	15 4/7 4/2	16 4/8 4/3
17 4/9 4/4	18 4/10 4/5	19 4/11 4/6	20 4/12 4/7	21 4/13 4/8	22 4/14 4/9	23 4/15 4/10
24 4/16 4/11	25 4/17 4/12	26 4/18 4/13	27 4/19 4/14	28 4/20 4/15	29 4/21 4/16	30 4/22 4/17