



DDSN Executive Memo

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

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

DATE: MAY 18, 2020

RE: Market Rate Case Management Issue – April 2020 Billing Report

Attached is the "Case Management Revenue by Provider" report for April 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 managers/supervisors needed based on the total number of cases served by the provider can be determined. The statewide average revenue per individual is outlined in the chart for April.

Statewide Average Revenue Per Individual by Category			
	WCM	MTCM/SFCM	TOTAL
April	\$ 107.07	\$ 81.62	\$ 103.22

Average Revenue per Individual by Category

As a reaction to the COVID-19 emergency, case managers have had to adjust service delivery to accommodate the mandate 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 done in a non-face-to-face manner since mid-March. Billing was analyzed to determine if a shift to billing the non-travel rate negatively impacted providers. The average revenue per individual increased marginally from \$102.75 in March to \$103.22 in April.

The COVID-19 emergency has caused the need for increased monitoring by case managers. In an effort to streamline administrative processes, DHHS has given DDSN the ability to approve Waiver Case Management limit requests of up to 80 units per calendar quarter. This is double the previous amount that DDSN was previously able to approve. Requests for this amount are now being reviewed through the normal Plan Change Request Process. Also, a new COVID-19-specific Monitoring Guidance Tool with applicable questions was developed and distributed to case managers on April 13, 2020. This guidance provides case managers with specific questions to assist in assessing additional needs of people during this crisis. Because case managers bill in 15-minute increments, this increase in monitoring activity will result in increased opportunities for earned revenue.

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 individual 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 April 30, 2020, 308 did not have a reportable note submitted during the month of April despite the WCM requirement to do so. This represents 2.1% of the waiver individuals in the system. This is another decrease from the prior month of March of 2.8%. Neglecting to act to meet requirements may lead to compliance issues; DDSN encourages management to address this lack of required reportable notes to prevent reoccurrence. 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 further reduce this percentage.

DDSN is closely monitoring providers whose revenue per individual 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.

Invoices

In addition to payment for Medicaid ineligible, 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 April 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	0.07%	0.17%
% of units not paid due to wrong template	0.16%	5.76%
% 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.

April 2020 Case Management Revenue by Provider						
Provider Name	Provider Size	Average Waiver Revenue per Waiver Individual	Average MTCM/SFCM Revenue per Individual	TOTAL Average Revenue per Individual	25% Quartiles	
Provider 13	Very Small	\$ 191.94	\$ 72.73	\$ 177.04	Top Quartile \$118.82- \$177.04	
Provider 15	Very Small	\$ 149.52	\$ -	\$ 145.62		
Provider 10	Large	\$ 136.97	\$ 122.88	\$ 134.75		
Provider 4	Medium	\$ 157.16	\$ 82.80	\$ 127.44		
Provider 46	Very Small	\$ 126.47	\$ 30.00	\$ 124.12		
Provider 8	Small	\$ 127.00	\$ 85.26	\$ 123.57		
Provider 34	Very Small	\$ 122.06	\$ 63.00	\$ 119.11		
Provider 6	Medium	\$ 126.03	\$ 61.52	\$ 118.82		
Provider 1	Large	\$ 125.82	\$ 93.92	\$ 116.09	Upper Middle Quartile \$111.38- \$116.09	
Provider 26	Very Small	\$ 108.61	\$ 205.00	\$ 115.26		
Provider 3	Medium	\$ 116.63	\$ 83.11	\$ 114.31		
Provider 16	Large	\$ 114.46	\$ 90.53	\$ 112.75		
Provider 29	Small	\$ 118.36	\$ 24.50	\$ 112.60		
Provider 18	Medium	\$ 116.45	\$ 84.76	\$ 112.40		
Provider 20	Medium	\$ 117.02	\$ 33.55	\$ 111.38		
Provider 32	Small	\$ 115.74	\$ 51.88	\$ 110.95		Lower Middle Quartile \$82.37- \$110.95
Provider 35	Very Small	\$ 111.40	\$ -	\$ 110.34		
Provider 5	Large	\$ 116.49	\$ 84.04	\$ 104.80		
Provider 7	Very Small	\$ 140.28	\$ 42.50	\$ 103.15		
Provider 11	Small	\$ 96.21	\$ 183.21	\$ 101.16		
Provider 41	Medium	\$ 103.01	\$ 55.16	\$ 99.09		
Provider 12	Small	\$ 97.18	\$ 64.29	\$ 94.87		
Provider 2	Very Small	\$ 102.37	\$ 67.22	\$ 91.83		
Provider 31	Very Small	\$ 103.88	\$ 15.00	\$ 91.18		
Provider 38	Small	\$ 92.36	\$ 9.38	\$ 90.15		
Provider 14	Small	\$ 87.98	\$ 103.64	\$ 88.79		
Provider 23	Small	\$ 87.37	\$ 80.63	\$ 87.07		
Provider 25	Very Small	\$ 100.49	\$ 27.88	\$ 83.13		
Provider 24	Small	\$ 84.83	\$ 57.22	\$ 82.37		
Provider 19	Large	\$ 78.11	\$ 122.32	\$ 81.38	Bottom Quartile \$4.29 - \$81.38	
Provider 42	Small	\$ 78.93	\$ 14.00	\$ 73.80		
Provider 33	Small	\$ 76.56	\$ 61.37	\$ 73.19		
Provider 22	Large	\$ 77.55	\$ 34.94	\$ 72.87		
Provider 17	Small	\$ 65.23	\$ 49.22	\$ 62.12		
Provider 39	Very Small	\$ 62.80	\$ 39.17	\$ 60.86		
Provider 44	Very Small	\$ 62.88	\$ -	\$ 60.68		
Provider 21	Small	\$ 60.47	\$ 47.78	\$ 59.12		
Provider 45	Very Small	\$ 55.80	\$ 2.50	\$ 53.28		
Provider 36	Very Small	\$ 56.00	\$ 8.57	\$ 52.89		
Provider 9	Very Small	\$ 41.55	\$ 54.00	\$ 43.94		
Provider 30	Very Small	\$ 40.73	\$ -	\$ 40.44		
Provider 40	Small	\$ 40.95	\$ 10.50	\$ 39.45		
Provider 47	Very Small	\$ -	\$ 4.50	\$ 4.29		
Total		\$ 107.07	\$ 81.62	\$ 103.22		

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

Average Provider Market Rate Revenue Over Time

