



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: NOVEMBER 12, 2019

RE: Market Rate Case Management Issue – October 2019 Billing Report

For the past 15 months, DDSN has been issuing Billing Efficiency Reports to providers comparing market rate revenue to the previously issued monthly prospective payment for Waiver individuals. As we have moved forward into fee for service (FFS) billing for all case management types, DDSN has adjusted revenue reporting to providers to issue more meaningful metrics to the provider agencies. The new metrics provide data on both waiver and non-waiver individuals.

Attached you will find the "Case Management Review by Provider" report for October 2019. The reports include the average monthly revenue per waiver individuals, the average revenue per non-waiver individuals (MTCM/SFCM) and a total average revenue per individual. This data will allow a provider to evaluate, over time, the average monthly revenue being generated per individuals so that the provider can determine the appropriate number of case managers/supervisors needed based on the total number of cases served by the agency. The statewide average revenue per individual is outlined in the chart for October.

Average Revenue Per Individual by Category			
	WCM	MTCM/SFCM	TOTAL
October	\$ 108.44	\$ 83.69	\$ 104.53

Average Revenue per Individual by Category

Additionally, of the individuals enrolled in the waiver on October 31st, 320 of them did not have a reportable note submitted during the Month of August despite the WCM requirement to do so. This represents 2.7% of the waiver individuals in the system. This is an improvement over September (4.7%) but still represents a lost opportunity to serve and connect with individuals as well as potential revenue being dropped.

New Invoices

As part of the new invoice for WCM and MTCM there are units paid and potentially recoupable from providers due to Medicaid eligibility concerns. There are units not paid this month but can possibly be corrected and resubmitted next month. Please see the memo that went out on September 9th regarding [Invoice Report Analysis Guidance](#) for instructions on how to take action on the invoice issues. A review of the October 2019 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%	0.20%
% of units not paid due to wrong template	0.16%	4.17%
% of units not paid - other	0.01%	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.

October 2019 Case Management Revenue by Provider					
Provider Name	Provider Size	Average Waiver Revenue per Consumer	Average MTCM/SFCM Revenue per Consumer	TOTAL Average Revenue per Consumer	25% Quartiles
Provider 13	Very Small	\$ 218.46	\$ 137.00	\$ 209.10	Top Quartile \$123.86 - \$209.10
Provider 31	Very Small	\$ 129.37	\$ 266.00	\$ 155.65	
Provider 34	Very Small	\$ 148.48	\$ 145.00	\$ 148.31	
Provider 35	Very Small	\$ 140.29	\$ 163.75	\$ 142.11	
Provider 3	Large	\$ 140.54	\$ 80.85	\$ 134.83	
Provider 8	Small	\$ 133.62	\$ 129.00	\$ 133.33	
Provider 33	Small	\$ 131.73	\$ 111.21	\$ 129.23	
Provider 15	Very Small	\$ 125.61	\$ 155.00	\$ 127.60	
Provider 2	Very Small	\$ 143.23	\$ 87.68	\$ 125.95	
Provider 1	Large	\$ 139.16	\$ 96.74	\$ 125.82	
Provider 10	Large	\$ 124.79	\$ 118.16	\$ 123.86	
Provider 32	Medium	\$ 125.41	\$ 91.43	\$ 122.50	
Provider 11	Small	\$ 119.06	\$ 222.86	\$ 122.19	Upper Middle Quartile \$108.16 - \$122.50
Provider 16	Large	\$ 123.70	\$ 65.21	\$ 117.26	
Provider 41	Medium	\$ 122.66	\$ 66.51	\$ 116.36	
Provider 23	Small	\$ 116.48	\$ 69.00	\$ 115.16	
Provider 6	Medium	\$ 113.14	\$ 127.40	\$ 114.92	
Provider 21	Small	\$ 113.90	\$ 70.78	\$ 108.57	
Provider 4	Medium	\$ 132.65	\$ 68.28	\$ 108.16	
Provider 46	Very Small	\$ 96.85	\$ 215.00	\$ 106.81	
Provider 26	Very Small	\$ 98.72	\$ 100.83	\$ 98.99	Lower Middle Quartile \$82.24 - \$106.81
Provider 18	Medium	\$ 93.44	\$ 140.00	\$ 98.80	
Provider 12	Small	\$ 94.54	\$ 145.88	\$ 97.49	
Provider 36	Very Small	\$ 99.41	\$ 37.50	\$ 95.94	
Provider 7	Very Small	\$ 118.48	\$ 56.33	\$ 95.18	
Provider 17	Small	\$ 102.24	\$ 63.85	\$ 94.40	
Provider 22	Large	\$ 99.27	\$ 44.41	\$ 92.49	
Provider 39	Very Small	\$ 87.01	\$ 103.93	\$ 88.62	
Provider 14	Small	\$ 91.86	\$ 56.25	\$ 88.06	
Provider 25	Very Small	\$ 93.64	\$ 67.35	\$ 87.26	
Provider 9	Very Small	\$ 96.95	\$ 54.64	\$ 85.56	
Provider 29	Small	\$ 87.05	\$ 49.06	\$ 83.41	
Provider 24	Medium	\$ 71.73	\$ 196.45	\$ 82.24	Bottom Quartile \$36.98 - \$80.80
Provider 5	Medium	\$ 99.22	\$ 55.63	\$ 80.80	
Provider 38	Small	\$ 76.39	\$ 93.33	\$ 77.38	
Provider 20	Medium	\$ 79.30	\$ 51.45	\$ 77.01	
Provider 45	Very Small	\$ 69.87	\$ 83.33	\$ 70.50	
Provider 40	Small	\$ 71.60	\$ 34.74	\$ 68.33	
Provider 44	Very Small	\$ 65.82	\$ 48.33	\$ 64.92	
Provider 19	Large	\$ 61.77	\$ 61.64	\$ 61.76	
Provider 42	Small	\$ 57.70	\$ 85.83	\$ 59.56	
Provider 30	Very Small	\$ 49.42	\$ 7.50	\$ 48.84	
Provider 47	Very Small	\$ 35.85	\$ 37.12	\$ 36.98	
Total		\$ 108.44	\$ 83.69	\$ 104.53	

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