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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 

**DATE:** October 12, 2023

**SUBJECT:** Authorization Reminders

The purpose of this memo is to provide important reminders about the issuance of service authorizations. Service authorizations are required for providers to be reimbursed for service provision, and case managers must complete authorizations timely, and accurately. Service authorizations must be issued:

- prior to service delivery,
- annually, prior to the expiration of the previous Case Management Support Plan, and
- when there are changes to the Support Plan which affect authorized services.

Case Managers must develop a process for issuing authorizations timely and accurately. After a Support Plan is approved, Case Managers must review the plan to ensure its accuracy, including ensuring that all services are on the plan, have the correct funding source, amount, frequency, and duration. Once the Case Manager confirms that the Support Plan is accurate, new authorizations for all services must be issued. Throughout the plan year, Case Managers must develop a process for regularly checking authorizations. This is particularly important because plans often change, services are not always approved ongoing, and to avoid prolonged issues when an error has occurred.

DDSN receives numerous requests for assistance with authorizations. The most common authorization errors are:

- Authorizations sent to the wrong provider.
- Authorizations completed with wrong amount of units.
- Authorizations not issued timely.

DDSN is only able to assist with resolving authorization issues when notified of the issue prior to the service start date. In these instances, the Case Manager must contact DDSN immediately to seek resolution. If DDSN is notified of an authorization issue *after* the effective start date of the authorization, DDSN will not be able to resolve the issue. In these instances, the Case Manager must follow up to correct the issue immediately. It is not necessary to

contact DDSN unless the issue requires an update to the individual's Support Plan. If updates to the Support Plan are required to correct the issue, the Case Manager must submit a plan change request and notify Breck Cronise, [bcronise@ddsn.sc.gov](mailto:bcronise@ddsn.sc.gov), and Jennifer Jaques, [jjaques@ddsn.sc.gov](mailto:jjaques@ddsn.sc.gov), to have the plan change request reviewed immediately.

DDSN has encouraged service providers to contact DDSN and the case manager when they are having issues receiving authorizations timely. If a Case Manager is contacted by DDSN or a service provider regarding an authorization, the Case Manager must follow up immediately. If an issue with an authorization occurs, the Case Manager should address it with the service provider.

If you have any questions please contact Lori Manos at (803) 898-9715 or by email at [lmanos@ddsn.sc.gov](mailto:lmanos@ddsn.sc.gov) or Jennifer Jaques at (803) 898-9729 or by email at [jjaques@ddsn.sc.gov](mailto:jjaques@ddsn.sc.gov).

Thank you.