



DDSN Executive Memo

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

FROM: SUSAN KREH BECK, ED.S., LPES, NCSP 

DATE: OCTOBER 9, 2019

RE: Market Rate Case Management Issue – August & September 2019 Billing Reports

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 to the current memo are "Case Management Revenue by Provider" reports for both August and September 2019. In the future, you will receive a report each month after billing has closed. The reports include the average monthly revenue per waiver individual, the average revenue per non-waiver individual (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 individual to assist providers in determining 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 charts for both August and September.

Average Revenue Per Consumer by Category			
	WCM	MTCM/SFCM	TOTAL
August	\$ 111.22	\$ 76.28	\$ 105.65
September	\$ 106.70	\$ 71.68	\$ 101.13

Average Revenue per Individual by Category

Additionally, of the individuals enrolled in the waiver on August 31st, 341 did not have a reportable note submitted during the month of August despite the WCM requirement to do so. This represents 2.9% of the waiver individuals in the system and is an improvement over July, but it still represents a lost opportunity to serve and connect with individuals as well as potential revenue being dropped. Also, there were 562 individuals enrolled in the waiver as of September 30th who did not have a note reported in September. This represents 4.7% of the waiver individuals in the system.

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 that can potentially be corrected and resubmitted next month. Please see the memo dated September 9th regarding [Invoice Report Analysis Guidance](#) for instructions on how to take action on the invoice issues. A review of the August 2019 and September 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	0.08%	0.11%
% of units not paid due to wrong template	0.51%	7.47%
% of units not paid - other	0.28%	0.00%

Figure 1: August Data

Description	WCM	MTCM
% of units that were paid but Medicaid Ineligible	0.02%	0.15%
% of units not paid due to wrong template	0.17%	6.10%
% of units not paid - other	0.06%	0.16%

Figure 2: September Data

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.

August 2019 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	\$ 238.50	\$ 203.46	\$ 233.44	Top Quartile \$123.13 - \$233.44
Provider 31	Very Small	\$ 147.06	\$ 282.50	\$ 170.62	
Provider 33	Very Small	\$ 180.77	\$ 73.64	\$ 159.14	
Provider 2	Very Small	\$ 211.15	\$ 37.41	\$ 157.85	
Provider 35	Very Small	\$ 153.25	\$ 120.00	\$ 151.57	
Provider 8	Small	\$ 141.15	\$ 190.67	\$ 144.28	
Provider 11	Small	\$ 132.18	\$ 140.50	\$ 132.54	
Provider 41	Medium	\$ 131.96	\$ 85.20	\$ 125.99	
Provider 3	Large	\$ 129.37	\$ 90.09	\$ 125.49	
Provider 34	Very Small	\$ 124.93	\$ 115.56	\$ 124.16	
Provider 46	Very Small	\$ 127.58	\$ 56.43	\$ 121.50	
Provider 1	Large	\$ 137.13	\$ 86.02	\$ 120.80	
Provider 4	Medium	\$ 148.13	\$ 79.67	\$ 120.13	
Provider 6	Medium	\$ 125.08	\$ 41.78	\$ 115.89	
Provider 16	Large	\$ 120.23	\$ 70.66	\$ 115.05	
Provider 23	Small	\$ 107.49	\$ 243.13	\$ 113.55	
Provider 10	Large	\$ 115.15	\$ 95.97	\$ 112.49	
Provider 32	Small	\$ 116.62	\$ 48.21	\$ 110.77	
Provider 15	Very Small	\$ 106.64	\$ 137.50	\$ 108.20	
Provider 21	Small	\$ 107.45	\$ 91.39	\$ 105.30	
Provider 9	Very Small	\$ 118.61	\$ 63.57	\$ 103.20	
Provider 18	Medium	\$ 100.88	\$ 121.49	\$ 102.97	
Provider 20	Medium	\$ 105.32	\$ 61.19	\$ 101.35	
Provider 38	Small	\$ 100.71	\$ 58.33	\$ 98.64	
Provider 7	Very Small	\$ 111.63	\$ 66.73	\$ 96.86	
Provider 12	Small	\$ 96.58	\$ 81.14	\$ 95.42	
Provider 40	Small	\$ 101.74	\$ 25.28	\$ 95.21	
Provider 22	Large	\$ 99.24	\$ 50.93	\$ 93.22	
Provider 29	Small	\$ 93.50	\$ 80.00	\$ 92.51	
Provider 17	Small	\$ 98.31	\$ 62.61	\$ 91.29	
Provider 24	Medium	\$ 88.46	\$ 78.65	\$ 87.48	
Provider 14	Small	\$ 90.29	\$ 43.75	\$ 86.10	
Provider 39	Very Small	\$ 87.04	\$ 55.83	\$ 84.44	
Provider 44	Very Small	\$ 85.16	\$ 55.00	\$ 83.60	
Provider 19	Large	\$ 80.31	\$ 57.11	\$ 78.34	
Provider 5	Medium	\$ 91.47	\$ 58.39	\$ 77.50	
Provider 36	Very Small	\$ 74.26	\$ 146.25	\$ 76.93	
Provider 25	Very Small	\$ 77.43	\$ 70.47	\$ 75.80	
Provider 30	Very Small	\$ 74.75	\$ -	\$ 73.71	
Provider 45	Very Small	\$ 70.27	\$ 56.00	\$ 69.70	
Provider 26	Very Small	\$ 69.26	\$ 43.00	\$ 66.41	
Provider 42	Small	\$ 53.37	\$ 45.71	\$ 52.80	
Provider 47	Very Small	\$ 135.63	\$ 41.18	\$ 48.84	
TOTAL	11,800	\$ 111.22	\$ 76.28	\$ 105.65	

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

September 2019 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	\$ 228.93	\$ 142.00	\$ 218.94	Top Quartile \$117.94 - \$218.94
Provider 31	Very Small	\$ 203.66	\$ 40.00	\$ 165.89	
Provider 2	Very Small	\$ 174.72	\$ 56.50	\$ 135.74	
Provider 11	Small	\$ 129.24	\$ 226.11	\$ 133.00	
Provider 3	Large	\$ 133.07	\$ 120.47	\$ 131.87	
Provider 34	Very Small	\$ 128.87	\$ 270.00	\$ 131.64	
Provider 16	Large	\$ 127.93	\$ 79.26	\$ 122.62	
Provider 15	Very Small	\$ 122.64	\$ 117.50	\$ 122.46	
Provider 41	Medium	\$ 127.40	\$ 56.49	\$ 118.72	
Provider 10	Large	\$ 118.54	\$ 114.29	\$ 117.94	
Provider 1	Large	\$ 135.59	\$ 82.07	\$ 117.83	Upper Middle Quartile \$100.24 - \$117.83
Provider 23	Small	\$ 111.15	\$ 177.50	\$ 113.37	
Provider 21	Small	\$ 119.13	\$ 65.48	\$ 112.71	
Provider 32	Medium	\$ 113.17	\$ 72.69	\$ 109.95	
Provider 8	Small	\$ 111.40	\$ 65.77	\$ 108.87	
Provider 6	Medium	\$ 116.69	\$ 44.15	\$ 107.51	
Provider 33	Small	\$ 116.27	\$ 55.00	\$ 106.75	
Provider 29	Small	\$ 103.10	\$ 105.00	\$ 103.27	
Provider 35	Very Small	\$ 107.67	\$ 20.63	\$ 100.90	
Provider 24	Medium	\$ 104.26	\$ 59.39	\$ 100.24	
Provider 46	Very Small	\$ 102.95	\$ 45.00	\$ 98.07	Lower Middle Quartile \$83.73 - \$98.07
Provider 12	Small	\$ 90.69	\$ 179.35	\$ 97.56	
Provider 4	Medium	\$ 116.54	\$ 66.77	\$ 96.84	
Provider 25	Very Small	\$ 101.08	\$ 58.06	\$ 90.01	
Provider 39	Very Small	\$ 89.00	\$ 95.38	\$ 89.57	
Provider 7	Very Small	\$ 111.89	\$ 42.68	\$ 87.97	
Provider 22	Large	\$ 91.72	\$ 49.85	\$ 86.74	
Provider 18	Medium	\$ 86.26	\$ 81.70	\$ 85.77	
Provider 9	Very Small	\$ 85.52	\$ 82.69	\$ 84.81	
Provider 5	Medium	\$ 106.40	\$ 52.12	\$ 83.73	
Provider 30	Very Small	\$ 82.83	\$ -	\$ 82.25	Bottom Quartile \$42.91 - \$82.25
Provider 40	Small	\$ 86.65	\$ 17.89	\$ 80.57	
Provider 20	Medium	\$ 81.86	\$ 54.49	\$ 79.55	
Provider 17	Small	\$ 84.71	\$ 47.39	\$ 77.41	
Provider 36	Very Small	\$ 74.84	\$ 116.25	\$ 76.39	
Provider 38	Small	\$ 79.59	\$ 1.58	\$ 74.83	
Provider 44	Very Small	\$ 77.02	\$ 18.33	\$ 73.99	
Provider 45	Very Small	\$ 71.59	\$ 72.00	\$ 71.61	
Provider 42	Small	\$ 70.26	\$ 14.55	\$ 66.89	
Provider 19	Large	\$ 62.89	\$ 45.79	\$ 61.59	
Provider 14	Small	\$ 65.05	\$ 22.50	\$ 60.51	
Provider 26	Very Small	\$ 60.59	\$ 35.45	\$ 57.65	
Provider 47	Very Small	\$ 19.38	\$ 45.76	\$ 42.91	
TOTAL		\$ 106.70	\$ 71.68	\$ 101.13	

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