



DDSN Executive Memo

**TO: EXECUTIVE DIRECTORS, DSN BOARDS OF CASE MANAGEMENT
CEOS, CONTRACTED SERVICE PROVIDERS OF CASE MANAGEMENT
CASE MANAGEMENT SUPERVISORS**

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

DATE: APRIL 23, 2021

**RE: Updated Process for Appeal and Reconsideration Decisions and
Conflict Free Case Management**

The purpose of this memo is to notify Case Managers of a change in [Directive 535-11-DD: Appeal and Reconsideration Decisions](#); approval of [Directive 535-17-DD: Conflict Free Case Management](#); and associated upcoming training. Information regarding the upcoming trainings can be found below.

1. Updates to [Directive 535-11-DD: Appeal and Reconsideration Decisions](#), have been made to clarify instances in which determinations are appealable only to DDSN, and those determinations which must first process through DDSN Reconsideration with the ability to appeal to DHHS if unsatisfied with the outcome of the DDSN Reconsideration. As a result of these changes, the notice provided at the time of an adverse determination has been separated into three documents.

The "Process for Reconsideration of SCDHHS Decisions" must be provided by the case manager at the time an adverse decision is made for a Medicaid funded service. This form is located on business tools in each of the respective waiver folders (Business Tools > Forms> CS Waiver, ID/RD Waiver, or HASCI Waiver). As previously, the DDSN Reconsideration Process must be followed prior to submission of an appeal to DHHS. When DDSN issues an adverse response to the request for Reconsideration of a Medicaid funded service, the "SCDHHS Medicaid Appeal Process" will be included.

The "Process for Appeal of DDSN Decisions," applies to services that are solely funded by DDSN therefore, can only be appealed to DDSN. Adverse decisions for these services cannot be appealed to DHHS. As a result, at the time an adverse decision is made for a DDSN service which is not funded by Medicaid, the "DDSN Process for Appeal of DDSN Decisions" notice must be provided. This form is located at Business Tools > Forms > Case Management.

2. [Directive 535-17-DD: Conflict Free Case Management](#), was approved at the April 2021 DSN Commission Meeting. This policy will be implemented effective June 1, 2021, and is intended to limit conflict between a waiver participant's choice of service provider, the assessment and coordination of services, and the delivery of services. This policy notes that DDSN qualified providers may provide Case Management (CM) as well as direct services, but not for the same waiver participant. Per the policy, a waiver participant who chooses to receive a direct service from his/her CM provider and is newly admitted to that direct service must transition to a new CM provider as soon as possible, but no later than 60 calendar days from admission to the direct service. The current CM provider must inform the individual/family of all providers of case management.

Training is planned to cover both of these topics, and will be held virtually on the dates listed below. Links to the training are included.

Training Dates:

- Tuesday, May 18, 2021, 10:30am-12:30pm:

[Microsoft Teams Training-May 18, 2021](#)

Or call in (audio only)

[+1 803-567-1681, 656932030#](#) United States, Columbia
Phone Conference ID: 656 932 030#

- Tuesday, May 25, 2021, 10:30am-12:30pm:

[Microsoft Teams Meeting-May 25, 2021](#)

Or call in (audio only)

[+1 803-567-1681, 479840650#](#) United States, Columbia
Phone Conference ID: 479 840 650#

Questions regarding these updates may be directed to Melissa Ritter at 803-898-5120 or mr Ritter@ddsn.sc.gov.