



EXECUTIVE MEMO

TO: Executive Directors, DSN Boards
Chief Executive Officers, Private Providers
SPM POCs
Therap POCs

FROM: CFO Pat Maley

SUBJECT: REMINDER: Updating the Service Provider Management (SPM) Email System

DATE: October 8, 2021

The purpose of this memo is to remind the DDSN provider network of the criticality of keeping their SPM points of contact (POCs) up-to-date. Since November 2018, the SPM has been designated as DDSN's formal system to communicate important information through "DDSN Executive Memos" to ensure relevant facts are solidified into **ONE document** and 100% of the effected providers/stakeholders receive this information at the same time. These memos are then placed on DDSN's website to simplify access and retrieval by all stakeholders (<https://ddsn.sc.gov/providers/executive-memos>).

Given the significant coordination needed in the next 4-5 months to fully implement the fee-for-service (FFS) payment system, it is critical each provider update its POCs in the SPM email system. Guidance and direction in updating the SPM can be found on DDSN's Executive Memo titled, "*Simplify and Standardize Disseminating Important Information to Providers*" (click [here](#)). Going forward, DDSN will send this reminder out every six months to assist the provider network keeping this critical DDSN/provider communication system optimally operating.

As a reminder, SPM has the following 27 SPM POC categories: Board Chairman; Case Management Supervisors; Chief Financial Officer; Community ICF and Regional Centers List; CFOs – DSN Boards; CFOs – Private Providers; Day Program Directors; District Office Director; DDSN Executive Staff; Employment Specialist; External Stakeholders; EDs with Case Management; EDs with Day Program; EDs with Residential Services; EDs with EI Services; EDs – DSN Boards; EDs – Private Providers; EI Supervisors; Human Resource Director; HASCI; Maintenance/Plant Operations Manager; Nursing/Healthcare Personnel; Quality Manager; Regional Center; Facility Administrator; Residential Directors; SPM Email POC; and Therap POC.

Thank you for taking care of this detail, which hopefully will save us all time in coordinating our very complex service delivery system.

Please forward any questions to DDSN's point of contact Christie Linguard, desk# (803) 898-9769 or email christie.linguard@ddsn.sc.gov.