

Constance Holloway
Interim State Director
Patrick Maley
Deputy Director
Interim Chief Financial Officer
Rufus Britt
Associate State Director
Operations
Susan Kreh Beck
Associate State Director
Policy



3440 Harden Street Extension
Columbia, South Carolina 29203
803/898-9600
Toll Free: 888/DSN-INFO
Home Page: www.ddsn.sc.gov

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Gary C. Lemel
Chairman
Barry D. Malphrus
Vice Chairman
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Secretary
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Stephanie M. Rawlinson
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Applicability: DSN Board and Contracted Providers,
Case Management Providers

PURPOSE

The purpose of this directive is to provide the South Carolina Department of Disabilities and Special Needs (DDSN) policy to limit the conflict between a waiver participant's choice of service provider, the assessment and coordination of services, and the delivery of services. Conflict-Free Case Management (CFCM) is a requirement of the federal regulation 42 CFR 441.301(c)(1)(vi).

The South Carolina Department of Health and Human Services (SCDHHS) is the final decision authority regarding questions concerning CFCM. The attached SCDHHS CFCM Transition Framework was approved by the Centers for Medicare & Medicaid Services (CMS) and outlines the timeframe by which all providers will be required to be conflict free.

POLICY

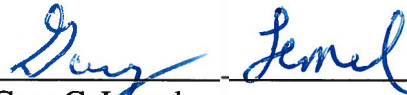
The role of the Case Manager (CM) is to educate people on all options available to address supports and services identified in their Service Plan without bias or interference. When the same organization assists people gain access to services, monitors those services and provides services to that person, the potential for conflict of interest exists.

DDSN qualified providers may provide Case Management (CM) as well as direct services, but not for the same individual. When a conflict exists, the CM's role is to help the participant understand why a conflict exists and offer a choice of either another CM provider or another direct service provider to resolve the conflict.

Any individual 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. Procedures for offering choice are outlined in program manuals located on the DDSN website.



Barry D. Malphrus
Vice Chairman



Gary C. Lemel
Chairman

To access the following attachment, please see the agency website page "Current Directives" at <https://ddsn.sc.gov/providers/ddsn-directives-standards-and-manuals/current-directives>

Attachment: DHHS CFCM Transition Framework