



## DDSN Executive Memo

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

**FROM: STATE DIRECTOR, MARY POOLE**

**DATE: MARCH 15, 2018**

**RE: Transition Plan - Market Rate Case Management Issue**

While the conversation regarding rate changes for Case Management in the DDSN system began in 2012, in the past year the focus has intensified as it becomes less of a matter of when (July 1, 2019) and more of a matter of "how."

Almost one year ago, DDSN restarted discussion with provider agencies regarding the changes in the rate for Case Management Services and the implementation of Waiver Case Management. Over that time, we have seen significant effort on behalf of many providers to improve their billing and begin to realistically evaluate strategies on how they, as a provider, will address the challenges of the new rate. We have received positive feedback from several providers that are convinced they can make it work and they will make it work.

DDSN is committed to providing support in any many possible over the next several months as we get ready for this change. In order to know how we can best support our Case Management providers, as well as to ensure that this issue is being given the appropriate consideration, all Case Management providers will need to **submit a Case Management Transition plan to DDSN by March 31, 2019. If you need additional time to complete, just let DDSN Case Management Coordinator Lori Manos know via email ([lmanos@ddsn.sc.gov](mailto:lmanos@ddsn.sc.gov)) or phone (803/898-9715), which will assist DDSN's follow-up efforts on this time-sensitive issue.** Please send transition plans to the DDSN via email: [CM@ddsn.sc.gov](mailto:CM@ddsn.sc.gov).

This discussion has been going on for nearly a year and therefore, for most providers, the transition plan should simply be a matter of putting their plans and thoughts down on paper. All of the details do not have to be worked out, but the plan should be as complete as possible.

Providers who fail to submit a Transition Plan will receive technical assistance from DDSN in order to assist in creating a plan for the coming transition. If any providers would also like to receive technical assistance, they should make the request as part of their plan.

If you have any questions or concerns, please contact Lori Manos by email ([lmanos@ddsn.sc.gov](mailto:lmanos@ddsn.sc.gov)) or phone (803)898-9715.