



DDSN Executive Memo

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

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

DATE: MARCH 17, 2020

RE: Market Rate Case Management Issue – February 2020 Billing Report

Attached are the "Case Management Revenue by Provider" report for February 2020 and a graph entitled "Average Provider Market Rate Revenue Overtime." The reports include: (1) the average monthly revenue per waiver individuals, (2) the average revenue per non-waiver individuals (MTCM/SFCM) and (3) a total average revenue per individual. This data allows a provider to evaluate, over time, the average monthly revenue generated per individual so the appropriate number of case managers/supervisors needed based on the total number of cases served by the agency can be determined. The statewide average revenue per individual is outlined in the chart for February.

	WCM	MTCM/SFCM	TOTAL
February	\$ 106.37	\$ 74.99	\$ 101.19

Average Revenue per Individual by Category

As a reminder, a rate increase for WCM was implemented on January 1, 2020. The increase of \$0.22 for WCM with travel and \$.13 for WCM without travel is reflected in the average revenues. Overall, these rates continue to cause a 0.85 % increase in the average monthly revenue per consumer for WCM. The line graph reflecting average market rate revenue for WCM over time has been updated to reflect a data point for old and new rates so that DDSN can continue to track statewide progress

Additionally, of the individuals enrolled in the waiver on February 29th, 419 did not have a reportable note submitted during the month of February despite the WCM requirement to do so. This represents 3.48 % of the waiver individuals in the system. This is a significant decrease from last month when we had a spike in inactivity. Providers need to continue to take action to develop management monitoring and feedback systems for their case managers to meet this monthly contact requirement. Neglecting to take action to meet requirements may lead compliance issues. DDSN will continue reach out to providers who have excessive individuals who did not have a reportable note submitted to assist with identifying strategies to reduce this percentage.

DDSN is closely monitoring providers whose revenue per consumer is less than 60% of the previous monthly payment for Waiver individuals. We will continue communication with those providers to gather information and provide technical assistance.

Invoices

In addition to payment for Medicaid ineligible, there are units not paid this month that can possibly be corrected and resubmitted next month. Please see the memo sent on September 9, 2019 regarding [Invoice Report Analysis Guidance](#) for instructions to take action on the invoice issues. A review of the February 2020 invoices for Medicaid Ineligible and Not Paid are reflected in the charts below:

Description	WCM	MTCM
% of units that were paid but Medicaid Ineligible	0.01%	0.02%
% of units not paid due to wrong template	0.24%	7.10%
% of units not paid - other	0.03%	0.00%

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.

February 2020 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	\$ 163.19	\$ 106.92	\$ 154.98	Top Quartile \$115.56- \$154.98	
Provider 10	Large	\$ 135.44	\$ 111.37	\$ 131.48		
Provider 8	Small	\$ 128.08	\$ 52.50	\$ 122.29		
Provider 16	Large	\$ 124.61	\$ 75.22	\$ 120.46		
Provider 23	Small	\$ 124.45	\$ 31.11	\$ 119.86		
Provider 3	Medium	\$ 116.08	\$ 110.00	\$ 115.56	Upper Middle Quartile \$104.14- \$114.56	
Provider 34	Very Small	\$ 110.94	\$ 202.50	\$ 114.56		
Provider 11	Small	\$ 100.56	\$ 277.11	\$ 114.25		
Provider 18	Medium	\$ 115.48	\$ 101.47	\$ 113.28		
Provider 2	Very Small	\$ 140.15	\$ 43.65	\$ 112.27		
Provider 12	Small	\$ 103.87	\$ 178.75	\$ 109.86		
Provider 4	Medium	\$ 143.39	\$ 58.78	\$ 107.24		
Provider 21	Small	\$ 102.65	\$ 129.17	\$ 105.81		
Provider 31	Very Small	\$ 122.02	\$ 31.00	\$ 105.76		
Provider 1	Large	\$ 119.14	\$ 73.12	\$ 104.17		
Provider 6	Medium	\$ 109.50	\$ 52.81	\$ 102.90	Lower Middle Quartile \$84.96- \$102.90	
Provider 29	Small	\$ 97.05	\$ 148.75	\$ 99.60		
Provider 20	Medium	\$ 102.91	\$ 56.18	\$ 99.47		
Provider 35	Very Small	\$ 97.95	\$ 75.00	\$ 97.28		
Provider 38	Small	\$ 102.03	\$ 6.18	\$ 96.76		
Provider 32	Small	\$ 95.58	\$ 88.80	\$ 95.05		
Provider 5	Large	\$ 113.14	\$ 65.50	\$ 94.05		
Provider 26	Very Small	\$ 90.22	\$ 136.25	\$ 92.39		
Provider 33	Small	\$ 90.14	\$ 97.92	\$ 91.71		
Provider 41	Medium	\$ 91.56	\$ 31.91	\$ 86.18		
Provider 19	Large	\$ 86.09	\$ 69.51	\$ 84.96	Bottom Quartile \$11.89 - \$84.48	
Provider 46	Very Small	\$ 84.38	\$ 85.83	\$ 84.48		
Provider 15	Very Small	\$ 83.41	\$ 103.33	\$ 83.93		
Provider 42	Small	\$ 88.79	\$ 26.11	\$ 82.91		
Provider 17	Small	\$ 94.85	\$ 25.13	\$ 82.88		
Provider 25	Very Small	\$ 99.65	\$ 35.64	\$ 82.20		
Provider 7	Very Small	\$ 113.03	\$ 39.57	\$ 82.05		
Provider 39	Very Small	\$ 83.70	\$ 45.29	\$ 79.19		
Provider 14	Small	\$ 80.80	\$ 51.92	\$ 79.04		
Provider 24	Medium	\$ 70.98	\$ 120.96	\$ 77.52		
Provider 22	Large	\$ 77.40	\$ 51.37	\$ 74.31	Bottom Quartile \$11.89 - \$84.48	
Provider 36	Very Small	\$ 77.32	\$ 15.00	\$ 72.66		
Provider 44	Very Small	\$ 64.72	\$ 22.50	\$ 63.24		
Provider 40	Small	\$ 64.11	\$ 38.75	\$ 62.17		
Provider 9	Very Small	\$ 77.15	\$ 19.33	\$ 61.67		
Provider 45	Very Small	\$ 54.40	\$ 85.00	\$ 55.84		
Provider 30	Very Small	\$ 51.51	\$ 48.75	\$ 51.44		
Provider 47	Very Small	\$ 30.50	\$ 8.57	\$ 11.89		
Total		\$ 106.37	\$ 74.99	\$ 101.19		

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

Average Provider Market Rate Revenue Over Time

