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Title of Document: Provider Qualifications and Contracting

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Applicability: DSN Boards and Contracted Service Providers

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## **PURPOSE**

The purpose of this directive is to establish the process by which The South Carolina Department of Disabilities and Special Needs (DDSN) will contract with providers to deliver necessary services and support to individuals who are eligible for the agency’s services, to include Medicaid waiver services. Consistent with the agency’s mission, DDSN will establish contracts with providers for services that are necessary to assist people with disabilities through choice in meeting needs, pursuing possibilities, and achieving life goals. Prior to engaging with any provider for service delivery, DDSN will evaluate the provider’s ability to deliver services and support in a manner that:

- Ensures the health, safety, and well-being of those supported,
- Preserves each person’s dignity and are respectfully delivered, and
- Encourages both relationships with others and personal growth.

## **QUALIFYING PROVIDERS**

Prior to contracting with a provider for services, DDSN will evaluate the ability of each prospective provider to deliver the services in accordance with the agency’s mission, all applicable DDSN Standards and Directives, and all applicable state and federal requirements. Each prospective provider will be required to submit evidence that demonstrates their ability to deliver services in the manner prescribed by the agency. The evidence to be submitted may vary based on the types of service(s) for which the prospective provider wishes to contract. For most prospective providers, the evidence to be submitted will be specified in the DDSN Provider Qualifications manual. The manual will be posted on the agency’s website and a printed version will be available upon request. DDSN staff will be available to answer questions regarding qualifications but shall refrain from

providing advice or suggestions to prospective providers related to a submission. Prospective providers may submit evidence in response to the qualifications at any time. Reviews will occur throughout the year. However, at the discretion of DDSN, the occurrence of reviews may be limited to four (4) times per year, in February, May, August, and November. Providers will be notified when the review of their submitted evidence begins.

As stated previously, prospective providers must submit evidence as outlined in the manual. Upon receipt of a complete and responsive submission, DDSN will evaluate the provider's ability to deliver services in accordance with the agency's mission and applicable DDSN Standards and Directives. Reviews will be conducted by no less than two (2) DDSN staff members; one (1) staff member will have fiscal expertise and one (1) staff member with service/program expertise. A standard rubric will be utilized for review of the submissions.

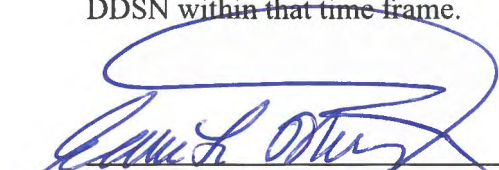
Prospective providers will be notified of the outcome of the review within ten (10) business days of the completion of the review. If, upon review, a prospective provider is not approved, in addition to notification of the outcome, the steps to appeal the decision will be provided.

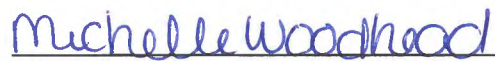
### **CONTRACTING**

Contracts will be issued only for the service(s) for which the provider has been approved. Any provider wishing to contract for additional services will be required to submit evidence specific to the additional services as outlined in the application. In most cases, contracts issued will be for one (1) year with four (4) one (1) year renewal options. The maximum contract life is five (5) years.

### **REQUALIFYING PROVIDERS**

During the last year of the five (5) year contract period, providers will be subject to a requalifying process. Qualified providers will receive information on the requalifying process directly from DDSN within that time frame.

  
Eddie L. Miller, Chairman

  
Michelle Woodhead, Vice-Chairman