

MEMORANDUM

TO: Executive Directors, DSN Boards of Case Management CEOs, Contracted Service Providers of Case Management, Case Management Supervisors

FROM: Constance Holloway, Esq. *CDH*
Office Director

DATE: September 16, 2025

SUBJECT: Waiver Disenrollment for Failure to Receive Two Services Monthly

The purpose of this memo is to remind case managers of the requirement for waiver participants to receive two waiver services per calendar month, and to ensure disenrollments are processed as per the policy outlined in the waiver manuals.

Waiver policy requires that enrolled participants receive at least two waiver funded services per calendar month, one of which is Waiver Case Management. As a reminder, Children's Personal Care Services, Children's Private Duty Nursing, and some degree of Incontinence Supplies are covered through State Plan Medicaid and **do not** constitute waiver services. It is the waiver case manager's responsibility to monitor to ensure two (2) waiver services are received monthly for each enrolled participant.

In instances when two waiver services are not received within a calendar month, the waiver case manager must complete the Notice of Disenrollment within two (2) working days. The effective date of disenrollment will be the last day of the month following the month when the last waiver service was received. The Notice of Disenrollment must be completed ten days prior to the last day of the month to allow for ten-day notice and the case manager must forward this, along with the Process for Reconsideration of (SC Department of Health and Human Services (SCDHHS) Decisions to the waiver participant/guardian, the appropriate Office of Intellectual and Developmental Disabilities (OIDD) Waiver Enrollment Coordinator, and the SCDHHS Liaison Center.

Example: If the last date two waiver services were received was on 3/17/25, the participant must receive two waiver services by 4/30/25 to prevent disenrollment. The Waiver Case Manager must give the participant or legal guardian ten-day prior written notice of the termination date effective 4/30/25.

OIDD staff have completed a review of waiver participants who are only authorized for one (1) waiver service. Because only one waiver service is authorized, these individuals appear to require

waiver disenrollment. Each affected case management provider will receive a separate listing of waiver participants who appear to require waiver disenrollment. **By September 30, 2025**, each provider is requested to follow up internally to determine if the participant requires disenrollment, and to process that disenrollment according to the policy outlined in the appropriate waiver manual, including the provision of ten-day notice where applicable. If the person does not require disenrollment per policy, the provider must notify the appropriate Waiver Enrollment Coordinator by this date and must outline the policy which justifies continued enrollment.

If the case management provider fails to complete the review and process the waiver disenrollment accordingly, beginning October 1, 2025, OIDD staff will take action to process the disenrollment and provide notification to the participant/guardian along with the Process for Reconsideration of SCDHHS Decisions.

In addition to reviewing the OIDD provided list of potential waiver participants impacted, waiver case management providers should review all waiver participants to determine continued eligibility for enrollment and should process all disenrollments as outlined in policy. It is important that waiver case managers maintain awareness of the requirements for continued waiver enrollment and follow policy to disenroll as required.

Thank you for your continued efforts to ensure waiver participants receive services as outlined in policy. Questions regarding this memo may be directed to Melissa Ritter, Director of Special Services, at mritter@ddsn.sc.gov.