

MEMORANDUM

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

FROM: Constance Holloway 

DATE: October 17, 2025

SUBJECT: Utilization Review: Waiver Disenrollment When Not Receiving Two Waiver Services Per Month

The purpose of this memo is to notify case management providers of the Office of Intellectual and Development Disabilities' (OIDD's) planned additional follow up on waiver participants who may not be receiving two waiver services per month. As noted in the September 16, 2025, OIDD Executive Memo entitled "Waiver Disenrollment for Failure to Receive Two Services Monthly," waiver policy requires that enrolled participants receive at least two waiver funded services per calendar month. Based on a recent incidental service utilization review, it appears that despite being authorized for at least two waiver services, some individuals currently enrolled in OIDD operated waivers are not receiving two waiver services monthly and therefore require disenrollment.

It is the waiver case manager's responsibility to monitor to ensure two 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 and must provide ten-day notice. The case manager must forward the Notice of Disenrollment, along with the Process for Reconsideration of SC Department of Health and Human Services (SCDHHS) Decisions to the waiver participant/guardian, the appropriate OIDD Waiver Enrollment Coordinator, and the SCDHHS Liaison Center. **If the participant receives a second waiver service during the ten-day notice period, the case manager must notify the appropriate Waiver Enrollment Coordinator, and the disenrollment will be disregarded.**

OIDD will continue this utilization review over the next several months, working by case management provider. Each affected case management provider will receive a separate listing of waiver participants who appear to require waiver disenrollment based on the utilization review. Each provider will be requested to follow up internally within a specific timeframe 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 within the identified timeframe, OIDD staff will take action to process the disenrollment (where required) and provide notification to the participant/guardian along with the Process for Reconsideration of SCDHHS Decisions. In these instances, notification will be provided to the case management provider as disenrollments are processed.

Waiver case management providers are requested to continue monitoring all waiver participants to determine continued eligibility for enrollment and to process all disenrollments as outlined in policy. 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 mr Ritter@ddsn.sc.gov.