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MEMORANDUM

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

FROM: Lori Manos, Associate State Director-Policy *lm*

DATE: November 1, 2024

RE: Waiver Case Management Training Modules

The purpose of this memo is to inform Waiver Case Managers (WCMs) the DHHS WCM Training Modules are now available on the Medicaid e-learning portal Waiver Case Management Training (initial) and Annual Waiver Case Management Training. On September 16, 2024, the Modules were inadvertently removed but have now been restored as of October 30, 2024.

WCM providers should adhere to the guidance below:

- WCMs whose annual training was due during the date range that the modules were not available will have until **November 15, 2024** to complete the required annual training(s).
 - Documentation of the reason for the extension should be maintained in the affected WCMs' personnel records.
- Newly hired WCMs should have, at a minimum, reviewed or received instruction on the content of the required WCM training prior to providing WCM. Newly hired WCMs should also complete the DHHS WCM modules by **November 15, 2024**.
 - Documentation should be maintained in the affected WCMs' personnel records certifying the date and format of the required content received, as well as the reason for the alternate format.
 - This can be printouts of the modules' PowerPoint slides or training/onboarding materials created by the WCM provider, as long as the required content from the DHHS WCM training is covered.
- WCM providers should log and track all WCMs whose training due dates were extended to ensure timely completion of the required modules now that the Modules have been restored.
- A copy of this memo may be used as documentation to justify extensions and temporary alternate training formats referenced above.

Questions regarding this memo should be directed to Janis Moore at janis.moore@ddsn.sc.gov.

cc: Margaret Alewine, Bureau Chief - Policy, SCDHHS