

CHAPTER

15

TRANSFERRING A WAIVER CASE TO ANOTHER CASE MANAGEMENT/EARLY INTERVENTION PROVIDER

When a change of Case Management (WCM) or Early Intervention (EI) provider occurs, the current provider and the new provider must coordinate the transfer such that there is no lapse in needed services, but rather a continuity of services.

When the Participant Remains in the Same County of Residence

If a waiver participant wishes to change to another WCM/EI provider serving his/her county of residence, then he/she must complete and sign the Acknowledgement of WCM/EI Choice form, and he/she will be assigned a new Waiver Case Manager/Early Interventionist from the provider of his/her choice (unless a private provider that is not currently accepting referrals, in which case another choice must be made by the participant/legal guardian).

- A. Once the choice of a new WCM/EI provider is made, the current Waiver Case Manager/Early Interventionist will take the following action (prior to the transfer):
1. Notify the new WCM/EI provider that it has been selected as the new WCM/EI provider.
 2. Discuss logistics and determine an agreeable date of transfer.
 3. Check to see when the next LOC re-evaluation and the next Support Plan are due. Confirm with the new WCM/EI provider which provider (old or new) will be responsible for completing the next LOC re-evaluation and the next Support Plan.
 4. Update CDSS/STS as needed.
 5. On the agreed upon date, transfer the case to the new WCM/EI provider's unassigned bin on CDSS, and complete and send the Memorandum of Confirmation of Transfer (ID/RD Form 21).
- Note: Waiver services will not be terminated or suspended.**
- B. Following the case transfer on CDSS, the sending Waiver Case Manager/Early Interventionist will take the following action as expeditiously as possible:
1. Ensure that the file is in order and that all required information is included.
 2. Review the case record with his/her WCM/EI Supervisor.
- C. As part of the final file review, the sending WCM/EI Supervisor must take the following action:

1. Review the file to ensure that it is current and in order and that all required information is included.

Note: Waiver services will not be terminated or suspended.

2. Ensure that the case record is copied and that the copied record is maintained according to SCDDSN Directive 368-01-DD Individual Service Delivery Records Management.
 3. Contact the WCM/EI Supervisor at the new provider to inform him/her that the physical case record is ready to be sent and to confirm plans for drop-off or certified mailing (including the address to which it should be sent).
 4. Ensure that the entire, original case record is sent by certified mail to the new WCM/EI provider within 10 working days of the case transfer on CDSS.
- D. Upon receipt of the case, the new Waiver Case Manager/Early Interventionist will take the following action:
1. Update CDSS/STS as needed.
 2. Review the file (electronic and paper) to ensure all documentation is present. If necessary, complete and send new waiver service authorizations to supersede the existing authorizations. This should be done within 30 calendar days of the case transfer on CDSS, as it serves as notification to the service provider(s) of the change in WCM/EI provider and provides them with contact information for the new Waiver Case Manager/Early Interventionist.
 3. Complete a face-to-face contact with the participant within 45 calendar days of the case transfer on CDSS.

When the Participant Moves to Another County

If a waiver participant moves to another county within the state of South Carolina for which the current WCM/EI provider is not approved, or if he/she chooses to change to another WCM/EI provider serving the new county of residence, then he/she will be assigned a new Waiver Case Manager/Early Interventionist from the provider of his/her choice (unless a private provider that is not currently accepting referrals, in which case another choice must be made by the waiver participant/legal guardian.).

When the current Waiver Case Manager/Early Interventionist becomes aware of a participant's move, he/she will offer a choice of WCM/EI provider from the approved list (on the SCDDSN website: www.ddsn.sc.gov) for the new county of residence. This offering of choice must be documented using the Acknowledgement of WCM/EI Choice form.

Note: The new WCM/EI provider will get the Acknowledgement of WCM/EI Choice form signed if (1) the participant/legal guardian independently chooses another WCM/EI provider before the current Waiver Case Manager/Early Interventionist becomes aware of the move; OR (2) if circumstances prevent the current WCM/EI provider from doing so, and the reason is documented in a service note.

- A. Once the choice of a WCM/EI provider for the new county of residence is made, the sending Waiver Case Manager/Early Interventionist will take the following action (prior to the move, unless not notified in advance of the move):

1. Notify the new WCM/EI provider that it has been selected as the new WCM/EI provider.
2. Discuss logistics and determine an agreeable date of transfer based on the participant's move date. The date of transfer should be on or before the move date so that the new provider can authorize needed waiver services to begin immediately following the move.
3. Check to see when the next LOC re-evaluation and the next Support Plan are due. Confirm with the new WCM/EI provider which provider (old or new) will be responsible for completing the next LOC re-evaluation and the next Support Plan.

Notify the new WCM/EI provider of the services that the participant is currently receiving and will need to continue to receive in the new county of residence.

4. Send a Notice of Termination of Service (ID/RD Form 16-B) to any current waiver service providers and a copy to the new Waiver Case Manager/Early Interventionist. The effective date of the termination should be the last day that the waiver participant will receive services from that waiver service provider (or, if the move has already occurred, the date the form is completed).

Note: If the service provider is also approved for the new county of residence and will continue as the provider of choice, then services will not be terminated. Instead, the new address and the date of the move must be communicated to the service provider.

Ensure the Case Management Support Plan is updated as needed, indicating in the plan changes that the individual is moving to a different county. If no plan changes are needed then notification should be sent to Gabrielle Mack, gmack@ddsn.sc.gov via SComm in order to ensure the financial manager is adjusted in the budget (if required).

5. Update the CDSS as needed.
6. On the agreed upon date, transfer the case to the new WCM/EI provider's unassigned bin on CDSS, and complete and send the Memorandum of Confirmation of Transfer (ID/RD Form 21).

Note: If the participant resides in an Alternative Residential Placement, the Office of Behavioral Supports at SCDDSN must be notified of the move along with the appropriate District Office.

Upon notification of the services that the individual is receiving, the new Waiver Case Manager/Early Interventionist work with the participant/legal guardian to choose providers of each needed service (prior to the move, unless not notified in advance) in the new county of residence (unless the current provider is also approved for the new county of residence and will continue as the provider of choice). This should prevent a lapse of service unless a provider cannot be located.

- B. Upon receipt of the case on CDSS and the Memorandum of Confirmation of Transfer, the new Waiver Case Manager/Early Interventionist will take the following action:
 1. Send waiver service authorizations to any new waiver service providers in the amounts and frequencies indicated on the Support Plan. The effective/start date should be the day following the effective date of the service termination completed by the old Waiver Case Manager/Early Interventionist.
 2. Ensure that the home board provider is correctly identified on CDSS.

3. Update CDSS/STS as needed.
 4. Complete a face-to-face contact with the participant within 45 calendar days of the case transfer on CDSS.
- C. Following the case transfer on CDSS, the old Waiver Case Manager/Early Interventionist will take the following action as expeditiously as possible:
1. Ensure that the file is in order and that all required information is included.
 2. Review the case record with his/her WCM/EI Supervisor.
- D. As part of the final file review, the WCM/EI Supervisor must take the following action:
1. Review the file to ensure that it is current and in order and that all required information is included.
 2. Ensure that the case record is copied and that the copied record is maintained according to SCDDSN Directive 368-01-DD Individual Service Delivery Records Management.
 3. Contact the WCM/EI Supervisor at the new provider to inform him/her that the physical case record is ready to be sent and to confirm plans for drop-off or certified mailing (including the address to which it should be sent).
 4. Ensure that the entire, original case record is sent by certified mail to the new WCM/EI provider within 10 working days of the case transfer on the CDSS.