



DDSN Executive Memo

**TO: EXECUTIVE DIRECTORS, DSN BOARDS
CEOS, CONTRACTED SERVICE PROVIDERS
CASE MANAGEMENT PROVIDERS**

FROM: ASSOCIATE STATE DIRECTOR, SUSAN KREH BECK, ED.S., LPES, NCSP

DATE: NOVEMBER 4, 2019

RE: Electronic Authorization Follow Up for Case Managers

A handwritten signature in blue ink, appearing to be "SKB", enclosed in a blue oval.

This Memo is directed to Case Managers as a follow up to the Case Management trainings which occurred between October 22nd and October 31st.

In order to address the questions and concerns of Case Management staff after the implementation of electronic authorizations, DDSN will host two (2) SKYPE question and answer sessions. If, in the course of implementing authorizations in Therap, Case Managers have questions or concerns, they can log in and speak with DDSN staff about the questions. There will be no formal agenda for these sessions. Rather, the sessions will be open for Case Managers to "come and go" as needed to ask questions. After the sessions are complete, a Frequently Asked Questions (FAQ) sheet will be shared to summarize the questions and answers. Also, the various forms and tools that were mentioned in the training are now available on business tools for Case Manager's reference.

If Case Managers receive any questions from Medicaid providers regarding obtaining Therap accounts or receiving authorizations in Therap, the Case Managers should refer the providers to the DDSN Helpdesk (803) 898-9767, helpdesk@ddsn.sc.gov. Therap will be sending additional information to the DHHS providers this week.

Plans approved from today forward will require electronic authorizations to be issued in Therap. Plan Reviewers will do what they can do to assist in facilitating changes to the plan where necessary (e.g., if the Case Manager initially submitted the plan with incontinence supplies on one funding line, the reviewers will split them up for authorization purposes). A video of the full training will also be available in the Videos folder in Business Tools.

We hope this will be a seamless transition, but know there will be some bumps along the way. We appreciate your patience and willingness to work with us in this new process.

SKYPE Question and Answer (Q&A) Session details:

Tuesday November 5, 2019 – 11am to 12pm

<https://meet.lync.com/ddsn/borner/4BBBNJSK>

1-803-567-1681, conference ID 800024516

Tuesday November 12, 2019 – 1pm to 2pm

<https://meet.lync.com/ddsn/borner/R2HNPRS5>

1-803-567-1681, conference ID 729864594

More sessions will be scheduled if needed. Please direct any questions on this process to Lori Manos (lmanos@ddsn.sc.gov) or Ben Orner (borner@ddsn.sc.gov). Thank you.