




**DDSN Executive Memo**

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

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

**DATE: JANUARY 13, 2020**

**RE: Market Rate Case Management Issue – December 2019 Billing Report**

Attached is the "Case Management Review by Provider" report for December 2019. The report includes: (1) the average monthly revenue per waiver individuals, (2) the average revenue per non-waiver individuals (MTCM/SFCM) and (3) a total average revenue per individual. This data allows a provider to evaluate, over time, the average monthly revenue generated per individual so the appropriate number of case managers/supervisors needed based on the total number of cases served by the agency can be determined. The statewide average revenue per individual is outlined in the above chart for December.

Statewide Average Revenue Per Individual by Category			
	WCM	MTCM/SFCM	TOTAL
December	\$ 98.33	\$ 63.99	\$ 93.09

*Statewide Average Revenue per Individual by Category*

Additionally, of the individuals enrolled in the waiver on December 31, 2019, 531 did not have a reportable note submitted during the month of December despite the WCM requirement to do so. This represents 4.4% of the waiver individuals in the system. This represents a lost opportunity to serve and connect with individuals as well as potential revenue being dropped. Providers need to take action to develop management monitoring and feedback systems for their case managers to meet this monthly contact requirement. Neglecting to take action to meet requirements may lead to compliance issues.

DDSN is closely monitoring providers whose revenue per consumer is less than 60% of the previous monthly payment for Waiver individuals to provide technical assistance. We will continue communication with those providers to gather information and provide technical assistance.

Invoices

As part of the invoice for WCM and MTCM, there are units paid that are potentially recoupable from providers due to Medicaid eligibility concerns. During the month of December, DDSN analyzed these payments made to providers for the first five (5) months of the invoicing system (July-November 2019). It was concluded that providers are doing an excellent job assisting individuals/families with getting Medicaid reinstated and, in most cases, retroactive to the date of payment. For the first five (5) months of the invoicing system, the statewide total dollars that cannot be retroactively billed is less than \$3000. DDSN is not going to seek recoupment from providers at this time due to this low dollar amount. Monitoring of payments for these Medicaid ineligible will continue in order to evaluate whether or not recoupment for future payments will be necessary. Providers are encouraged to continue efforts to assist people with Medicaid eligibility issues.

In addition to payment for Medicaid ineligible, there are units not paid this month that can possibly be corrected and resubmitted next month. Please see the memo sent on September 9, 2019 regarding [Invoice Report Analysis Guidance](#) for instructions to take action on the invoice issues. A review of the December 2019 invoices for Medicaid Ineligible and Not Paid are reflected in the charts below:

Description	WCM	MTCM
% of units that were paid but Medicaid Ineligible	0.08%	0.14%
% of units not paid due to wrong template	0.18%	5.34%
% of units not paid - other	0.02%	0.05%

If you have questions, please contact Ben Orner at [borner@ddsn.sc.gov](mailto:borner@ddsn.sc.gov) or (803) 898-3520 or Lori Manos at [lmanos@ddsn.sc.gov](mailto:lmanos@ddsn.sc.gov) or (803) 898-9715.

December 2019 Case Management Revenue by Provider					
Provider Name	Provider Size	Average Waiver Revenue per Walver Consumer	Average MTCM/SFCM Revenue per Consumer	TOTAL Average Revenue per Consumer	25% Quartiles
Provider 13	Very Small	\$ 180.06	\$ 86.43	\$ 165.50	Top Quartile \$112.37 - \$165.50
Provider 31	Very Small	\$ 122.91	\$ 232.50	\$ 147.26	
Provider 46	Very Small	\$ 124.05	\$ 100.00	\$ 122.29	
Provider 8	Small	\$ 117.07	\$ 100.26	\$ 115.72	
Provider 4	Medium	\$ 142.57	\$ 71.90	\$ 113.38	
Provider 16	Large	\$ 118.52	\$ 47.76	\$ 112.66	
Provider 10	Large	\$ 117.37	\$ 82.53	\$ 112.37	
Provider 6	Medium	\$ 116.14	\$ 43.30	\$ 108.20	Upper Middle Quartile \$102.23 - \$108.20
Provider 41	Medium	\$ 114.20	\$ 35.47	\$ 107.50	
Provider 21	Small	\$ 110.98	\$ 68.13	\$ 106.88	
Provider 34	Very Small	\$ 109.64	\$ 53.33	\$ 106.33	
Provider 18	Medium	\$ 102.58	\$ 130.88	\$ 105.66	
Provider 1	Large	\$ 117.41	\$ 75.50	\$ 104.54	
Provider 32	Medium	\$ 106.91	\$ 50.93	\$ 102.25	
Provider 3	Large	\$ 105.53	\$ 52.94	\$ 102.23	Lower Middle Quartile \$74.35 - \$101.44
Provider 11	Small	\$ 99.40	\$ 140.00	\$ 101.44	
Provider 33	Small	\$ 106.17	\$ 78.22	\$ 101.16	
Provider 12	Small	\$ 96.02	\$ 70.80	\$ 93.92	
Provider 15	Very Small	\$ 92.57	\$ 102.00	\$ 92.98	
Provider 24	Medium	\$ 91.59	\$ 73.38	\$ 89.79	
Provider 23	Small	\$ 89.35	\$ 43.33	\$ 87.83	
Provider 7	Very Small	\$ 105.46	\$ 54.84	\$ 86.09	
Provider 26	Very Small	\$ 90.66	\$ 22.50	\$ 86.06	
Provider 25	Very Small	\$ 102.97	\$ 13.86	\$ 80.69	
Provider 20	Medium	\$ 84.30	\$ 26.91	\$ 80.03	
Provider 42	Small	\$ 77.57	\$ 52.14	\$ 75.66	
Provider 5	Large	\$ 90.55	\$ 51.08	\$ 75.56	
Provider 14	Small	\$ 74.33	\$ 88.21	\$ 75.23	
Provider 44	Very Small	\$ 76.04	\$ 43.33	\$ 74.35	Bottom Quartile \$18.51 - \$72.60
Provider 9	Very Small	\$ 76.46	\$ 62.33	\$ 72.60	
Provider 40	Small	\$ 77.55	\$ 12.50	\$ 72.57	
Provider 39	Very Small	\$ 72.31	\$ 56.67	\$ 70.68	
Provider 22	Large	\$ 73.91	\$ 31.83	\$ 69.04	
Provider 29	Small	\$ 66.43	\$ 92.73	\$ 68.18	
Provider 17	Small	\$ 71.61	\$ 51.33	\$ 67.68	
Provider 38	Small	\$ 70.17	\$ 10.59	\$ 66.89	
Provider 36	Very Small	\$ 64.89	\$ 18.00	\$ 62.65	
Provider 45	Very Small	\$ 62.24	\$ 34.00	\$ 60.07	
Provider 19	Large	\$ 58.13	\$ 58.00	\$ 58.12	
Provider 30	Very Small	\$ 55.44	\$ 75.00	\$ 55.58	
Provider 35	Very Small	\$ 54.88	\$ 35.00	\$ 54.28	
Provider 2	Very Small	\$ 47.79	\$ 46.38	\$ 47.34	
Provider 47	Very Small	\$ 51.54	\$ 13.00	\$ 18.51	
<b>Total</b>		<b>\$ 98.33</b>	<b>\$ 63.99</b>	<b>\$ 93.09</b>	

Size	Number
Large	500+
Medium	300-499
Small	150-299
Very Small	0-149