



**DDSN Executive Memo**

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

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

**DATE: DECEMBER 12, 2019**

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

For the past 16 months, DDSN has been issuing Billing Efficiency Reports to providers comparing market rate revenue to the previously issued monthly prospective payment for Waiver individuals. As we have moved forward into fee for service (FFS) billing for all case management types, DDSN has adjusted revenue reporting to providers to issue more meaningful metrics to the provider agencies. The new metrics provide data on both waiver and non-waiver individuals.

Attached you will find the "Case Management Review by Provider" report for November 2019. The reports include the average monthly revenue per waiver individuals, the average revenue per non-waiver individuals (MTCM/SFCM) and a total average revenue per individual. This data will allow a provider to evaluate, over time, the average monthly revenue being generated per individual so that the provider can determine the appropriate number of case managers/supervisors needed based on the total number of cases served by the agency. The statewide average revenue per individual is outlined in the chart for November.

Average Revenue Per Individual by Category			
	WCM	MTCM/SFCM	TOTAL
November	\$ 93.33	\$ 68.66	\$ 89.46

*Average Revenue per Individual by Category*

The November 2019 average revenue per consumer (\$89.46) declined from October 2019 (\$104.53). The decline may be attributed to November 2019 having 18 business days and three (3) State holidays, while October 2019 had 23 business days without a State holiday. The October and November 2019 average revenue per business day was \$4.54 and \$4.97, respectively. This decrease is consistent with the same percentage of decrease which occurred in November 2018.

Additionally, of the individuals enrolled in the waiver on November 30, 2019, 477 of them did not have a reportable note submitted during the Month of November despite the WCM requirement to do so. This represents 4.0% 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.

**New Invoices**

As part of the new invoice for WCM and MTCM there are units paid that are potentially recoupable from providers due to Medicaid eligibility concerns. 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 November 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	0.07%	0.20%
% of units not paid due to wrong template	0.16%	4.17%
% of units not paid - other	0.01%	0.00%

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.

November 2019 Case Management Revenue by Provider					
Provider Name	Provider Size	Average Waiver Revenue per Waiver Consumer	Average MTCM/SFCM Revenue per Consumer	TOTAL Average Revenue per Consumer	25% Quartiles
Provider 13	Very Small	\$ 191.80	\$ 99.33	\$ 176.72	Top Quartile \$108.86 - \$176.72
Provider 8	Small	\$ 122.96	\$ 113.06	\$ 122.21	
Provider 34	Very Small	\$ 119.10	\$ 157.50	\$ 121.33	
Provider 11	Small	\$ 111.15	\$ 117.50	\$ 111.47	
Provider 31	Very Small	\$ 127.14	\$ 55.83	\$ 111.30	
Provider 10	Large	\$ 111.36	\$ 98.02	\$ 109.55	
Provider 15	Very Small	\$ 109.51	\$ 100.00	\$ 108.95	
Provider 16	Large	\$ 111.74	\$ 79.93	\$ 108.86	
Provider 41	Medium	\$ 113.51	\$ 41.76	\$ 107.06	Upper Middle Quartile \$92.29 - \$107.06
Provider 1	Large	\$ 124.11	\$ 68.47	\$ 107.03	
Provider 4	Medium	\$ 130.20	\$ 65.19	\$ 102.58	
Provider 12	Small	\$ 93.93	\$ 127.14	\$ 96.99	
Provider 18	Medium	\$ 88.53	\$ 148.36	\$ 96.17	
Provider 23	Small	\$ 99.43	\$ 10.71	\$ 96.00	
Provider 32	Small	\$ 95.23	\$ 65.76	\$ 92.29	
Provider 3	Large	\$ 92.81	\$ 79.77	\$ 91.78	
Provider 44	Very Small	\$ 90.42	\$ 57.50	\$ 89.26	Lower Middle Quartile \$76.96 - \$91.78
Provider 24	Medium	\$ 79.94	\$ 119.84	\$ 83.54	
Provider 36	Very Small	\$ 86.18	\$ 20.00	\$ 81.81	
Provider 6	Medium	\$ 86.65	\$ 48.15	\$ 81.68	
Provider 39	Very Small	\$ 84.66	\$ 53.33	\$ 81.46	
Provider 21	Small	\$ 86.82	\$ 40.33	\$ 81.46	
Provider 2	Very Small	\$ 91.10	\$ 56.55	\$ 80.21	
Provider 46	Very Small	\$ 78.64	\$ 82.50	\$ 78.83	
Provider 5	Large	\$ 98.67	\$ 45.00	\$ 78.43	
Provider 7	Very Small	\$ 91.92	\$ 54.17	\$ 77.94	
Provider 35	Very Small	\$ 75.02	\$ 136.25	\$ 77.44	
Provider 17	Small	\$ 77.31	\$ 75.78	\$ 77.01	
Provider 33	Small	\$ 76.38	\$ 79.77	\$ 76.96	
Provider 20	Medium	\$ 77.18	\$ 45.29	\$ 74.82	Bottom Quartile \$42.83 - \$74.82
Provider 14	Small	\$ 68.39	\$ 93.08	\$ 69.87	
Provider 25	Very Small	\$ 77.83	\$ 44.41	\$ 69.71	
Provider 22	Large	\$ 73.15	\$ 40.86	\$ 69.20	
Provider 26	Very Small	\$ 71.40	\$ 38.57	\$ 68.88	
Provider 9	Very Small	\$ 85.82	\$ 30.00	\$ 68.19	
Provider 29	Very Small	\$ 62.73	\$ 91.25	\$ 64.83	
Provider 40	Small	\$ 59.52	\$ 85.63	\$ 61.53	
Provider 30	Very Small	\$ 55.72	\$ 470.00	\$ 61.44	
Provider 19	Large	\$ 56.03	\$ 55.28	\$ 55.97	
Provider 42	Small	\$ 57.79	\$ 42.50	\$ 55.91	
Provider 38	Small	\$ 55.65	\$ 24.50	\$ 53.66	
Provider 45	Very Small	\$ 52.21	\$ 43.13	\$ 51.64	
Provider 47	Very Small	\$ 65.50	\$ 39.39	\$ 42.83	
<b>Total</b>		<b>\$ 93.33</b>	<b>\$ 68.66</b>	<b>\$ 89.46</b>	

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