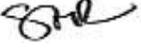




DDSN Executive Memo

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

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

DATE: JULY 1, 2020

RE: Waiver Enrollment Process Improvement

This memo serves as a reminder about upcoming efforts by DDSN to improve the Waiver Enrollment Process and reduce the period of time between slot allocation and enrollment. DDSN is focusing on two immediate strategies to help significantly reduce the average days pending Waiver enrollment which will ultimately get people into needed services more quickly.

The first effort involves addressing those who have been allocated a waiver slot and have been pending for six (6) months or greater. This effort was presented in the June 10, 2020, Case Management Committee Meeting, the June 16, 2020, Case Management webinar, and in Director Mary Poole's State Director Report presented at the June 18, 2020 Commission Meeting. During the month of July 2020, Case Management providers must bring resolution to all individuals pending greater than six (6) months. If individuals pending for more than six (6) months are unable to be converted during July, written justification of the specific circumstances prohibiting enrollment must be sent by the Case Management Supervisor to Lori Manos by SComm or secure email. Justifications will be reviewed and considered carefully to continue movement toward enrollment.

Beginning in August 2020, DDSN staff will:

Identify all remaining individuals allocated a slot greater than six (6) months ago.

1. Review case notes/documentation to identify issue(s) affecting delay in Waiver enrollment.
2. Take action on each situation by providing clear direction on each case to expedite Waiver enrollment or declination of slot.
3. Continue monthly to ensure adequate follow up occurs and we address any new people pending more than six (6) months.

We are asking that Case Management providers give full attention to any DDSN requests and provide any necessary information to ensure this process goes smoothly.

The second effort will also begin in July and will focus on shortening the length of time from slot allocation to enrollment moving forward. DDSN will begin looking at people nearing the top of each Waiver waiting list and taking action. Specifically, we will be addressing any closed cases at our level and will be inserting case management provision earlier in the process to ensure that Medicaid eligibility and assessment occurs prior to slot allocation. In each circumstance, case managers and supervisors will be given clear direction on steps to take to ensure people are "cued up" prior to receiving a slot.

In addition to the efforts above, DDSN will continue to work collaboratively with the Department of Health and Human Services (DHHS) to modify policy and procedure to improve Waiver enrollment processes.

If you have any questions, please contact Lori Manos, Director of Case Management and Waiver Administration at (803) 898-9715 or by email at lmanos@ddsn.sc.gov. Thank you.