



DDSN Executive Memo

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

FROM: LORI MANOS, INTERIM ASSOCIATE STATE DIRECTOR-POLICY *fm*

DATE: NOVEMBER 8, 2021

**RE: Planned Action on Longstanding Pending Enrollments and
Individuals in Processing Status**

The purpose of this Memo is to outline actions DDSN plans to take regarding individuals pending waiver enrollment and those in processing status for extended periods of time with little to no documented activity. In August 2020, as a result of elongated timeframes for individuals to enroll in or decline DDSN operated waivers, DDSN began targeted follow up on slots pending for more than six months. In addition, updated enrollment procedures and timelines were implemented in July 2021 to expedite waiver enrollment upon slot allocation. While there has been some overall improvement, 279 individuals have been pending Waiver enrollment for more than six (6) months, and 206 individuals have been in processing status for more than 60 days.

Targeted follow up has revealed that in many cases, very little or no effort has been documented toward resolution of these longstanding pending or processing slots. This failure to act results in lack of access to needed services for those DDSN is charged with serving. To address this, working in order of providers with the greatest number of longstanding pending or processing slots, DDSN plans to:

- Pull a listing of individuals pending enrollment more than six (6) months, or moved to processing status more than 60 days ago.
- Identify individuals with little to no documented effort.
- Contact each individual to explain his/her current status and the lack of progress toward enrollment.
- Offer choice of alternate case management provider to process the enrollment.
- Transfer case to alternate choice of case management provider to efficiently work through the enrollment process or otherwise resolve the slot through the declination process.

DDSN will submit notice to affected case management providers 48 hours prior to taking the actions noted above. Reasonable explanations for lack of documented effort will be considered prior to taking action.

Questions regarding this may be directed to Melissa Ritter at 803-898-5120 or mrutter@ddsn.sc.gov or Jennifer Jaques at 803-898-9729 or jjjaques@ddsn.sc.gov.