

## South Carolina Department of Health & Human Services Conflict-Free Case Management (CFCM) Transition Framework

Allow Disabilities and Special Needs (DSN) Boards to provide case management (CM) as well as home and community-based (HCB) services, but not to the same individual.<sup>1</sup> New participants entering waivers will be required to choose one entity for case management and another for HCB services. Current waiver participants will be de-conflicted over a three-year period. It is estimated there are 5,752<sup>2</sup> current waiver participants in conflict.

### **Pre-Implementation Phase (work prior to July 1, 2020)**

1. All existing case management staff in the South Carolina Department of Disabilities and Special Needs (SCDDSN) network will complete a two-day training on person-centered thinking planning and practices to facilitate compliance with new Waiver Case Management service requirements and the Home and Community Based Services (HCBS) rule requirements.

### **Phase 1 (Beginning no later than January 1, 2021):**

1. A project plan will be developed addressing the steps required to transition from the current state to the targeted conflict-free state.
2. Waiver policies will be updated to require new participants to select one entity for CM and a different entity for the delivery of HCB services.
3. Each provider will submit a list identifying participants currently receiving both CM and HCB services from them.
4. Stakeholders will be educated on CFCM and this plan.

### **Phase 2 (Beginning no later than June 1, 2021):**

1. Each provider will develop and implement a plan de-conflicting its participants each year in line with established benchmarks. Plans will be approved before implementation.
2. 20% of participants in conflict will be transitioned no later than December 31, 2021.
3. Progress of participant transition will be monitored on a regular basis. Technical assistance will be provided to entities as necessary to ensure they meet established benchmarks.

### **Phase 3 (Beginning no later than January 1, 2022):**

1. 50% of participants in conflict will be transitioned no later than December 31, 2022.
2. Progress of participant transition will be monitored on a regular basis. Technical assistance will be provided to entities as necessary to ensure they meet established benchmarks.

### **Phase 4 (Beginning no later than January 1, 2023):**

1. 100% of participants in conflict will be transitioned no later than December 31, 2023.
2. Progress of participant transition will be monitored on a regular basis. Technical assistance will be provided to entities as necessary to ensure they meet established benchmarks.

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<sup>1</sup> Private entities must choose to be either a case management provider or a direct services provider. The quasi-governmental status of DSN Boards and their important role as safety-net providers in their respective communities necessitates this disparity.

<sup>2</sup> Per 07/03/19 DDSN report