



EXECUTIVE MEMO

TO: Executive Directors & CEOs with Case Management
Supervisor Case Managers
Financial Managers

FROM: Deputy Director Pat Maley

SUBJECT: CM Market Rate Issue: Final Financial Break-Even Spreadsheets

DATE: March 19, 2019

On 3/8/2019, two **draft** Excel financial break-even spreadsheets were sent to recipients of this memo to “test drive” and provide feedback to DDSN. After receiving feedback, minor adjustments to the spreadsheets were made.

Starting on 3/19/2019, Waiver Administration Director Ben Orner will send, via an email to each Executive Director/CEO with CM services, their agency’s pre-populated “Billing Efficiency” and “Break-Even Calculation” spreadsheets for February 2019. Instructions are contained on each spreadsheet to add your CMs’ on-duty work hours and cost data. Spreadsheets will then auto-calculate individual CM and provider billing efficiency rates, as well as the provider’s break-even point.

To simplify provider’s calculations, all DSN Boards had their case management overhead cost percent pre-populated based on their FY18 cost reports. The “overhead cost” includes both non-personnel direct CM program costs and general overhead. All QPLs’ cost overhead was pre-populated at the statewide cost report average of 20%. Both DSN Boards and QPLs can adjust this pre-populated overhead cost percent as each deems appropriate based on their own current data.

It is requested each provider attach their February break-even calculation & billing efficiency spreadsheets in their case management transition plan. DDSN will only use the data in the aggregate without attribution to monitor progress and feedback to the overall delivery system, but feel free to eliminate your employees’ names from the spreadsheets.

For any questions, concerns, or clarifications, please contact Director Ben Orner at BOrner@ddsn.sc.gov or hard line phone (803) 898-3520.

Thanks again for everyone’s patience and partnership as we work through another system-wide issue.