



**DDSN Executive Memo**

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

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

**DATE: FEBRUARY 12, 2020**

**RE: Market Rate Case Management Issue – January 2020 Billing Report**

Attached is the "Case Management Review by Provider" report for January 2020. The report includes: (1) the average monthly revenue per waiver individuals, (2) the average revenue per non-waiver individuals (MTCM/SFCM) and (3) a total average revenue per individual. This data allows a provider to evaluate, over time, the average monthly revenue generated per individual so the appropriate number of case managers/supervisors needed based on the total number of cases served by the agency can be determined. The statewide average revenue per individual is outlined in the chart for January.

	WCM	MTCM/SFCM	TOTAL
January	\$ 113.58	\$ 78.62	\$ 107.98

*Average Revenue per Individual by Category*

As a reminder, a rate increase for WCM was implemented on January 1, 2020. The increase of \$0.22 for Waiver Case Management (WCM) with travel and \$0.13 for WCM without travel is reflected in the average revenues. Overall, these rates caused a .85% increase in the average monthly revenue per consumer for WCM. The line graph reflecting average market rate revenue for WCM over time has been updated to reflect a data point for old and new rates so that DDSN can continue to track statewide progress. As you can see, January 2020 WCM monthly revenue per consumer is the highest we have seen to date both with and without the rate increase.

Additionally, of the individuals enrolled in the waiver on January 31, 2020, 989 did not have a reportable note submitted during the month of December despite the WCM requirement to do so. This represents 8.24% of the waiver individuals in the system. This represents an increase from the past few months and is a lost opportunity to serve and connect with individuals as well as potential revenue being dropped. Providers need to take action to develop management monitoring and feedback systems for their case managers to meet this monthly contact requirement. Neglecting to take action to meet requirements may lead to compliance issues. DDSN will reach out to providers who have excessive individuals who did not have a reportable note submitted to assist with identifying strategies to reduce this percentage.

DDSN is closely monitoring providers whose revenue per consumer is less than 60% of the previous monthly payment for Waiver individuals to provide technical assistance. We will continue communication those providers to gather information and provide technical assistance.

**Invoices**

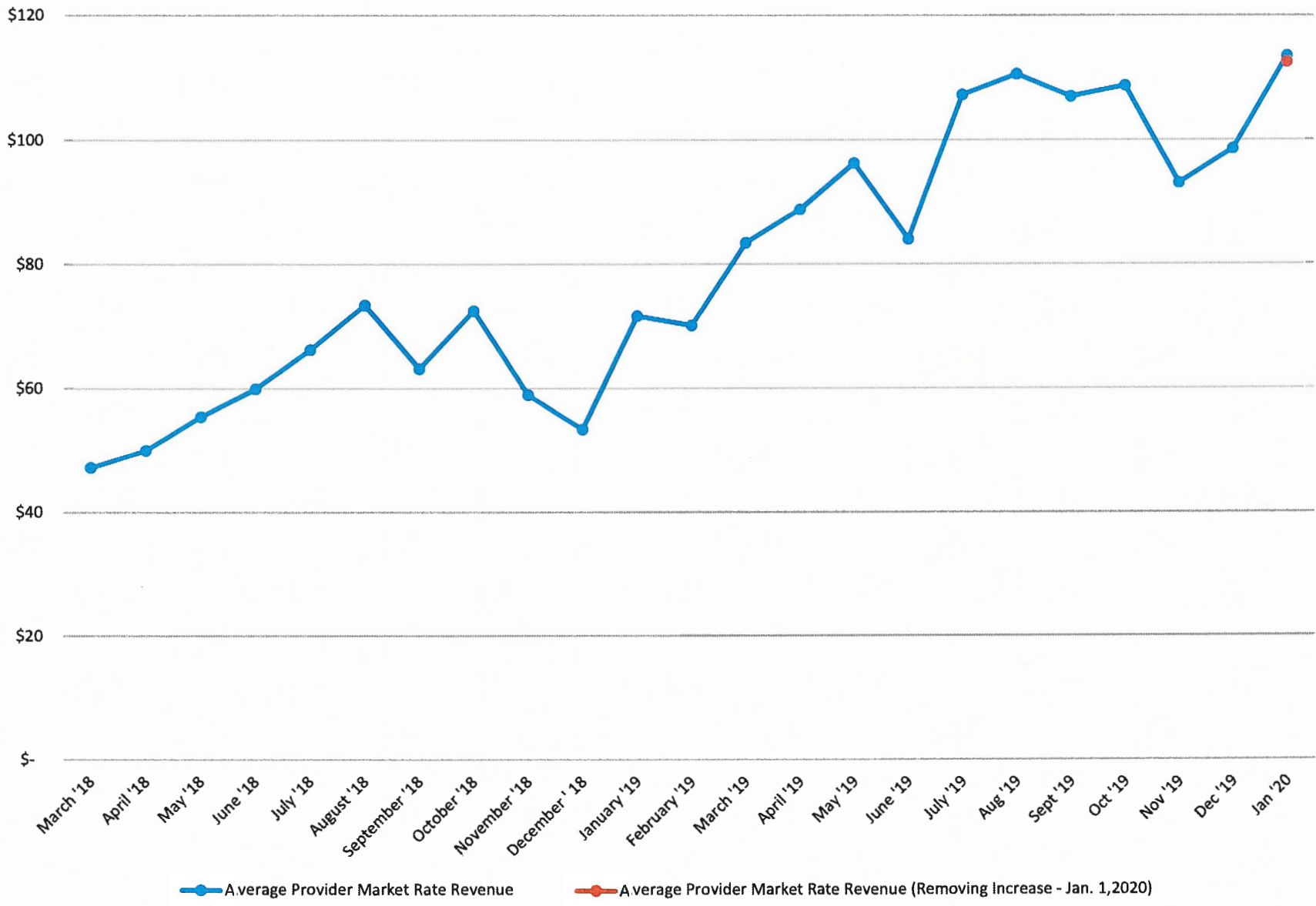
In addition to payment for Medicaid ineligible, there are units not paid this month that can possibly be corrected and resubmitted next month. Please see the memo sent on September 9, 2019, regarding [Invoice Report Analysis Guidance](#) for instructions to take action on the invoice issues. A review of the January 2020 invoices for Medicaid

Ineligible and Not Paid are reflected in the charts below:

Description	WCM	MTCM
% of units that were paid but Medicaid Ineligible	0.02%	0.02%
% of units not paid due to wrong template	0.19%	7.53%
% of units not paid - other	0.00%	0.02%

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.

### Average Provider Market Rate Revenue Over Time



January 2020 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	\$ 171.02	\$ 159.58	\$ 169.46	Top Quartile \$129.71 - \$169.67
Provider 34	Very Small	\$ 140.92	\$ 138.00	\$ 140.77	
Provider 10	Large	\$ 138.73	\$ 111.38	\$ 134.65	
Provider 8	Small	\$ 136.40	\$ 95.63	\$ 133.65	
Provider 18	Medium	\$ 132.76	\$ 119.18	\$ 131.03	
Provider 2	Very Small	\$ 155.97	\$ 71.07	\$ 129.85	
Provider 4	Medium	\$ 165.20	\$ 80.63	\$ 129.39	
Provider 6	Medium	\$ 123.28	\$ 140.43	\$ 125.23	Upper Middle Quartile \$112.22 - \$125.38
Provider 32	Small	\$ 124.36	\$ 104.00	\$ 122.76	
Provider 16	Large	\$ 124.18	\$ 77.24	\$ 119.83	
Provider 11	Small	\$ 118.97	\$ 93.60	\$ 116.41	
Provider 1	Large	\$ 135.08	\$ 76.14	\$ 115.90	
Provider 31	Very Small	\$ 46.91	\$ 481.25	\$ 113.73	
Provider 21	Small	\$ 121.34	\$ 52.00	\$ 113.12	
Provider 33	Small	\$ 117.25	\$ 90.50	\$ 112.05	Lower Middle Quartile \$91.60 - \$111.85
Provider 3	Large	\$ 117.37	\$ 54.90	\$ 111.80	
Provider 41	Medium	\$ 117.10	\$ 46.94	\$ 111.28	
Provider 7	Very Small	\$ 139.44	\$ 64.68	\$ 109.73	
Provider 12	Small	\$ 109.68	\$ 104.07	\$ 109.17	
Provider 23	Small	\$ 108.05	\$ 71.43	\$ 106.65	
Provider 46	Very Small	\$ 100.43	\$ 225.00	\$ 106.50	
Provider 5	Large	\$ 127.45	\$ 68.64	\$ 105.17	
Provider 42	Small	\$ 106.50	\$ 32.33	\$ 100.64	
Provider 38	Small	\$ 103.97	\$ 30.00	\$ 99.44	
Provider 24	Medium	\$ 92.84	\$ 110.13	\$ 94.76	Bottom Quartile \$14.36 - \$89.60
Provider 35	Very Small	\$ 99.40	-	\$ 94.38	
Provider 17	Small	\$ 99.94	\$ 55.80	\$ 91.49	
Provider 20	Medium	\$ 91.55	\$ 63.13	\$ 89.56	
Provider 14	Small	\$ 86.69	\$ 128.33	\$ 88.44	
Provider 15	Very Small	\$ 85.71	\$ 77.50	\$ 85.30	
Provider 22	Large	\$ 90.34	\$ 31.39	\$ 82.80	
Provider 9	Very Small	\$ 95.24	\$ 34.33	\$ 78.92	
Provider 39	Very Small	\$ 78.63	\$ 74.29	\$ 78.21	
Provider 26	Very Small	\$ 80.48	\$ 44.29	\$ 77.60	
Provider 44	Very Small	\$ 75.84	\$ 120.00	\$ 77.39	
Provider 36	Very Small	\$ 80.34	\$ 7.50	\$ 74.79	
Provider 29	Small	\$ 71.75	\$ 112.78	\$ 74.03	
Provider 40	Small	\$ 73.34	\$ 32.50	\$ 70.92	
Provider 25	Very Small	\$ 88.02	\$ 23.16	\$ 70.66	
Provider 19	Large	\$ 67.36	\$ 72.65	\$ 67.71	
Provider 30	Very Small	\$ 57.55	\$ 18.75	\$ 56.50	
Provider 45	Very Small	\$ 55.25	\$ 70.00	\$ 55.94	
Provider 47	Very Small	\$ 25.01	\$ 12.41	\$ 14.27	
<b>Total</b>		<b>\$ 113.58</b>	<b>\$ 78.62</b>	<b>\$ 107.98</b>	

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