



South Carolina Human Services Provider Association

Josh Baker, State Director
SC Department of Health and Human Services

Dear Director Baker,

I am reaching out to you today for help with the case management funding crisis in South Carolina. Case Management is crucial to the delivery of services to SC citizens with disabilities who are especially vulnerable during this unique time in our history. Case Managers in this state authorize millions in Medicaid dollars, ensuring that our state's resources are spent wisely and where needed. Case Managers also prevent people with disabilities from requiring the service of costly institutionalization, saving the state millions more!

Since July of 2019 when new rates for case management went into effect, providers have struggled to make ends meet, with some closing their doors and many others making plans for dissolution. Prior to the COVID-19 crisis, Providers were able to attempt to address deficits by maximizing *visits with travel* and *face to face contacts*.

With the current COVID-19 crisis, Case Managers are not able or advised to make visits to the people served. Case management is being done primarily by telephone or video conference. This results in providers being paid only \$15 per unit for Medicaid Targeted Case Management and \$15.63 per unit for Waiver Case Management. These rates scarcely pay the salaries of the employees providing the service, much less the other costs of doing business. Expenses have not dissipated despite providers increasing the use of technology and may likely increase as employers feel the effects of increased staffing shortages due to illness or caring for loved ones.

Case Management providers in SC desperately need relief. We are asking simply that case management be properly funded, and that the state pass along to providers a portion of the Federal Medical Assistance Percentage (FMAP) that was awarded to state's retro-actively to January 1, 2020 to assist with the COVID-19 crisis.

The association is requesting 2 things specifically:

- 1) A singular rate of \$18.59 per unit of Medicaid Targeted Case Management, regardless of whether the contact is done by phone, videoconference, or in person; paid retro-actively to January 1, 2020.**
- 2) A singular rate of \$21.80 per unit of Waiver Case Management regardless of whether the contact involves travel; paid retro-actively to January 1, 2020.**

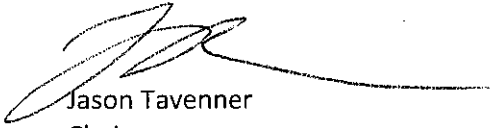
These rates were developed by combining the two existing rates and include the 6.2% increase in FMAP. The Association can provide more detail on the calculation upon request.

The proposed rates will allow providers to be sustainable during this emergency and if continued could stabilize the Case Management service during normal business timeframes as well as future disasters that prevent on-site visits; including pandemics, hurricanes, winter advisories, among others. A singular rate also simplifies budgeting and billing, which minimizes administrative costs and allows providers to do more with less.

APRIL 8, 2020

I hope you can see that our requests are reasonable, necessary, and urgent. These requests, if granted, will ensure Providers are sustainable, while also providing administrative simplification, and cost effectiveness within the Medicaid system. We invite you to reach out to any of our service providers for information on this issue and to assess the local impact of lack of funding and COVID-19.

Sincerely,

A handwritten signature in black ink, appearing to read 'JT', with a long horizontal line extending to the right.

Jason Tavenner
Chair
SC Human Service Providers

CC: SC Governor
DDSN Director
DDSN Commission

APRIL 8, 2020