



**Memo Date:** December 22, 2016  
**Memo Topic:** Case Management Scope of Service Revisions  
**To:** Medicare-Medicaid Plans (MMPs)  
**From:** Vera Creque – Business Analyst ([Vera.Creque@scdhhs.gov](mailto:Vera.Creque@scdhhs.gov))  
South Carolina Department of Health and Human Services (SCDHHS)

### Changes to CLTC Scope of Service for Case Management

Upon Centers for Medicare and Medicaid Service's (CMS) approval, the following revisions will be incorporated into the South Carolina Department of Health and Human Services (SCDHHS) Community Long Term Care (CLTC) Scope of Service for Case Management effective Oct. 1, 2016.

- **Section B: Provider Condition of Participation.** SCDHHS CLTC will only contract with agencies for the provision of case management services. An agency must employ four 4 or more employees, at least two of whom must be social workers licensed by the state of South Carolina or hold a bachelor's or master's degree in a health or human service field with at least two years of assessment and care planning experience with participants. Also, Registered nurses licensed by SC or a state that participates in the nursing compact; Certified Geriatric Care Managers with two years of assessment and care planning; Certified case managers with two years of assessment and care planning.
- **Section C: Conduct of Service.** Providers will be required to assure that case managers only serve in a maximum of two contiguous area offices unless approved by SCDHHS.
- **Section D: Description of Services to be provided.** The reimbursement will be based on a monthly fixed rate rather than 15 minute increments. The monthly fixed rate is \$65.00.
- **Section F: Staffing.** Providers will be required to employ supervisors who meet the qualifications of a case manager to provide training and technical assistance to case managers.
- **Section G: Training**
  - Providers will be responsible for required training of their employees as defined by SCDHHS.
  - Case managers and case management supervisors will be required to complete the training curriculum which will include home visits with SCDHHS staff.
  - Case managers and supervisors will be required to obtain passing scores on all tests administered by SCDHHS.

### Contact Information

**Vanessa Busbee**  
Program Coordinator II  
[busbeev@scdhhs.gov](mailto:busbeev@scdhhs.gov)  
(803) 898-2726