

Case Manager Stakeholder Webinar Quality Assurance and Training

Laurie Joseph

South Carolina Department of Health and Human Services (SCDHHS)

Bureau of Quality

Oct. 9, 2025

Training Overview

- Quality assurance (QA) review process
- New case manager (CM) training
- Required training
- Survey

QA Review Process

Current Review Process State

- Reviews are completed based on complaints received in Phoenix.
- CMs are reviewed to ensure they meet the following requirements:
 - Initial home visit
 - Monthly contact
 - Quarterly home visits
 - Re-evaluation processes
 - Emergency/disaster preparedness
 - Critical incidents
- CMs are also reviewed on the completion of forms:
 - Participant Service Choice form
 - Community Long Term Care (CLTC) Consent form
 - Rights and Responsibilities form
 - Service Plan Agreement
 - Authorized Representative
 - Provider Choice form

Future Review Process State For The Agency

Case management provider agencies will receive an annual review of the administrative and staff requirements.

Administrative requirements:

- General Liability and Worker's Compensation Insurance
- Business license
- Office hours
- Employee handbook
 - Fragrance free policy
 - Dress code
- Back-up plan
- Organizational chart
 - To include current caseload totals of all identified CMs

Staffing requirements:

- Resume
- Background check
- Office of Inspector General Exclusions list
- PPD (if applicable)
- In-service training
- Valid driver's license

Future Review Process State For The Agency *(cont.)*

- Agency report of their compliance with waiver requirements (reported as the number of participants who are compliant):
 - Initial contacts
 - Service plan
 - Annual update within 365 days
 - Annual reassessment
 - Monthly contacts
 - Quarterly contacts
 - Choice of providers
 - Critical incidents
 - Abuse
 - Neglect
 - Exploitation

Future Review Process State for CMs

Individual CMs will be reviewed on an ongoing basis in addition to the reviews initiated through the complaint system on Phoenix.

- CMs will be reviewed to see if they meet the following requirements:
 - Initial visit
 - Monthly contact
 - Quarterly home visits
 - Re-evaluation visit
 - Emergency/disaster preparedness
 - Critical incidents
 - Documentation policy
 - Two business days
 - By 12 p.m. on the last calendar day of the month
- CMs will also be reviewed on the completion of forms:
 - Participant Service Choice form
 - CLTC Consent form
 - Rights and Responsibilities form
 - Service Plan Agreement
 - Authorized Representative
 - Provider Choice form

Post QA Review Process

- **Following the review** (agency or CM)
 - Providers will be notified of the findings
 - Based on the findings, a corrective action plan may be requested from the provider for any of the following reasons:
 - Provider who does not meet the 85% threshold for performance measures.
 - Administrative requirements that are not met.
 - Staffing requirements that are not met.
- **Following the submission of the corrective action plan**, the provider will receive the final survey results to include any required sanctions as outlined in the case management scope:
 - Strike
 - CM and/or agency must attend mandatory training
 - Recoupment
 - Caseload reductions
 - CM/supervisor can no longer work with home and community-based services waiver participants
 - Suspension of provider agency
 - Termination of provider agency

New CM Training

New CM Training Process – Current and Future State

Current State

- Entry testing:
 - Resumes reviewed for all new CMs, and testing conducted prior to scheduling for training.
- Five-day virtual trainings via Microsoft Teams
- CM completes area office orientation
- Cases can be assigned to CM

Future State

- Resumes reviewed (no entry testing)
 - Microsoft Forms attestation
 - Resume submitted to CMTraining@scdhhs.gov
- Five-day virtual training via Microsoft Teams
- CM passes post training testing
 - Testing will be completed via Microsoft Forms
- CM completes area office orientation
- Cases can be assigned to the CM

Ongoing Training

- Policy-related training will continue to be conducted by the South Carolina Department of Health and Human Services (SCDHHS) Bureau of Policy for any upcoming policy changes.
- SCDHHS Bureau of Quality staff will conduct ongoing training for any of the following reasons:
 - Mandatory training required due to outcome of a QA review
 - Quarterly training for case management provider agencies on trends indicated from the QA review processes
 - Monthly office hours
 - A virtual, two-hour Microsoft Teams meeting for providers to ask policy and/or QA related questions.

Required Training

- Person-centered planning training:
 - A new person-centered planning training as been instituted by SCDHHS for all CMs, to include waiver CMs.
 - Training link: [Person-centered planning training](#)
 - **Training must be completed for all CMs by Dec. 1, 2025**
 - Case management provider agencies must submit the required [Person-Centered Training Spreadsheet](#) to verify that all employed case managers have completed the training, outlining the CMs who have received training no later than 12 p.m. Dec. 1, 2025, to CMTraining@scdhhs.gov.

Future Review Process State Survey

- We encourage all case management providers to complete a Microsoft Forms survey regarding the future review process proposed.
 - The survey is open now through Oct. 17, 2025.
 - Survey link: [Case Management QA and Training Webinar Survey](#)



Scan QR code to access survey.



Questions?

Questions can be emailed to BOQTraining@scdhhs.gov.



