

## CHAPTER 7

# TRANSFERRING A WAIVER CASE TO ANOTHER WAIVER CASE MANAGEMENT PROVIDER

June 2021

When a waiver participant wishes to change to another provider for Waiver Case Management services, the participant/legal guardian will be given a list of qualified providers to choose from. The Acknowledgement of Choice for Case Management form may be completed to document choice but use of this form is optional.

Waiver participants have the right to choose a provider for all services, including Waiver Case Management, from the qualified provider list on the DDSN website:

<https://app.ddsn.sc.gov/public/directory/landing.do>

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The WCM must then transition the participant to the chosen provider within 60 days.

**When a change of Waiver Case Management (WCM) provider occurs, the current provider and the new provider must coordinate the transfer to ensure there is not an interruption in service.**

- A. Once a choice of a new WCM provider is made, the current WCM Provider must complete the following steps prior to transfer:
  1. Contact the chosen WCM provider to determine if the referral can be accepted. If the referral cannot be accepted, another choice of WCM must be offered.
  2. If the referral is accepted, the sending and receiving WCM provider will decide upon a date of transfer.
  3. The sending WCM provider will notify the receiving WCM provider of the LOC re-evaluation and Support Plan due date. If the due dates of the LOC and/or Support Plan are within the next 30 days, the WCM Providers will determine who will be responsible for completing the next LOC re-evaluation and/or the next Support Plan.
  4. The sending WCM Provider must update the CDSS/STS and ensure all pertinent records are included in the physical file and/or in Therap.

**Note: Waiver services should not be terminated or suspended.**

- B. On the agreed upon date, the sending WCM Provider will transfer the case to the receiving WCM provider's unassigned bin on CDSS, and complete and send the File Transfer Confirmation. The sending WCM Provider will:
1. Ensure that the physical case record is copied and the copied record is maintained according to SCDDSN Directive 368-01-DD Individual Service Delivery Records Management.
  2. Notify the receiving WCM Provider the physical case record is ready and make plans for the file to be hand-delivered or sent by certified mail. The receiving WCM Provider may pick up the file however, it is the sending WCM Provider's responsibility to ensure the file is delivered. **The physical file should be provided to the receiving WCM Provider within 10 working days of the date the case is transferred on the CDSS.**
- C. Upon receipt of the case, the receiving WCM Provider will:
1. Sign the File Transfer Confirmation form and provide to the sending WCM provider.
  2. Update CDSS/STS if needed.
  3. Review the file (electronic and paper) to ensure all documentation is present. If documentation is missing, immediately notify the sending WCM Provider and request the missing records. Document this in case notes.
  4. Notify all service providers of the change in WCM within 30 calendar days of the case transfer on CDSS. The WCM's name and contact information must be provided to the service providers.
  5. Complete a face-to-face contact with the participant within 45 calendar days of the case transfer on CDSS.