

Lead agency workers use the [Rate Management System \(RMS\) tool](#) to calculate payment rates for specific authorized services, which are then entered into Medicaid Management Information Systems (MMIS). This manual provides RMS users with operational information to use this tool effectively.

COVID-19 pandemic information

For the latest news about the pandemic and information from the Disability Services Division for our partners and providers, visit [DHS – Latest information about COVID-19 from DSD](#).

For updates related to agency-wide DHS programs, visit the [DHS homepage](#). It has information for providers, counties, tribal nations and members of the public as they respond to the COVID-19 pandemic. It will be updated as changes happen at federal and state levels. To be notified when changes occur, [sign up for COVID-19-specific DHS email notifications](#).

The governor granted DHS emergency temporary authority to change administrative and regulatory requirements for food assistance, home care, public health care and other state programs in response to the COVID-19 pandemic. For a complete list of changes, refer to [DHS – Temporary waivers and program modifications](#). We will describe many of these modifications further in [DHS bulletins](#).

Table of contents

[Banding scenarios](#)

[Customized living and 24-hour customized living fields](#)

[Day service fields](#)

[DWRS rate mentor contact list](#)

[Residential fields for community residential services and family residential services](#)

[Residential fields for integrated community supports](#)

[Service planning and authorization](#)

[Unit-based fields](#)

[Training modules](#)

[Glossary](#)

[Additional resources](#)

What's new

Date	Page	Action
6/30/23	Quick reference guide on day services staffing ratios for RMS input	Updated the Day Services Individual Client Worksheet
6/2/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Houston • Olmsted • St. Louis
5/2/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Benton • Polk • Sherburne
4/24/23	Quick reference guide on transportation for framework services in DWRS	Added more detailed information about unit-based services frameworks
4/6/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Kandiyohi • Lake • Yellow Medicine
3/3/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Hennepin • Todd

2/3/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Chisago • Meeker
1/5/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Becker • Ramsey • Watonwan
1/3/23	Quick reference guide on transportation for framework services in DWRS	Added new mileage rates, effective Jan. 1, 2023
12/15/22	Additional resources	Added a link to the new page, Integrated community support (ICS): Quick reference guide on business rules for staffing
12/15/22	Integrated community supports (ICS): Quick reference guide on business rules for staffing	New page that provides guidance to lead agencies and providers as they determine a person's staffing level of ICS
12/2/22	DWRS rate mentor contact list	Updated information for Meeker County
11/7/22	DWRS rate mentor contact list	Updated information for Meeker County and clarified that Grant and Pope counties are part of Western Prairie Human Services
10/7/22	Quick reference guide on transportation for framework services in DWRS	Removed the following sentence: "Transportation for a person is not currently a cost-driver in the unit frameworks."
10/5/22	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Douglas • Grant • Pope • Ramsey • Stevens • Traverse
9/6/22	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Cottonwood/DVHHS • Hennepin • Jackson/DVHHS • Scott • Wabasha • Washington
8/8/22	Quick reference guide on rate calculations for customized living/24-hour customized living for disability waivers	New page For more information, refer to the Aug. 8, 2022, eList announcement .
8/8/22	Customized living and 24-hour customized living fields	Added links to other resources in the customized living toolkit
8/8/22	Additional resources	Added links to new and updated resources
8/2/22	DWRS rate mentor	Updated information for:

	contact list	<ul style="list-style-type: none"> • DVHHS • Nobles County • Norman County • Olmsted County
7/11/22	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Aitkin • Carlton
6/2/22	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Beltrami • Houston
5/3/22	DWRS rate mentor contact list	Updated information for: <ul style="list-style-type: none"> • Big Stone County • DVHHS • Goodhue County • Renville County
4/4/22	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Grant • Olmsted • Pope
3/1/22	DWRS rate mentor contact list	Updated information for: <ul style="list-style-type: none"> • Benton County • Leech Lake Band of Ojibwe
2/1/22	DWRS rate mentor contact list	Updated information for Renville County
1/12/22	Customized living and 24-hour customized living fields	Added clarifying language about case mix maximum staffing hours for ADL assistance and mental health management
1/7/22	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Douglas • Grant • Pope • Stevens • Traverse
12/28/21	DWRS rate mentor contact list	Updated information for Ramsey County
12/9/21	DWRS rate mentor contact list	Updated information for Swift County
12/7/21	Customized living and 24-hour customized living fields	Made the following updates, based on legislative changes: <ul style="list-style-type: none"> • Added information about maximum staffing hours • Added information about case mix to ADL assistance and mental health management section
12/3/21	DWRS rate mentor contact list	Updated information for Stearns County
11/30/21	DWRS rate mentor contact list	Updated information for Stearns County
9/3/21	DWRS rate mentor contact list	Updated information for Lac qui Parle County
8/20/21	DWRS rate mentor contact list	Updated information for Hennepin County

7/29/21	DWRS rate mentor contact list	Updated information for Mille Lacs County
7/9/21	DWRS rate mentor contact list	Updated information for: <ul style="list-style-type: none"> • DVHHS • Mower County • Norman County • St. Louis County
6/3/21	DWRS rate mentor contact list	Updated information for Sherburne County
6/2/21	DWRS rate mentor contact list	Updated information for Wabasha County
5/7/21	DWRS rate mentor contact list	Updated information for Benton County
4/23/21	DWRS rate mentor contact list	Updated information for Le Sueur County
4/12/21	DWRS rate mentor contact list	Updated information for Hennepin County
4/2/21	DWRS rate mentor contact list	Updated information for Itasca County
2/25/21	Quick reference guide on staffing hours for integrated community supports	New page with instructions to determine staffing hours for integrated community supports
2/22/21	Unit-based fields	Added a link to CBSM – Individualized home supports – Authorization, rates and billing – Unit breakdown , which explains how to authorize individualized home supports with training using 15-minute units or the daily unit
2/19/21	DWRS rate mentor contact list	Updated information for Le Sueur County
2/8/21	Day service fields	Added the following fields: <ul style="list-style-type: none"> • Lift required • Lift used • Shared average number of one-way trips per day • Individual average number of one-way trips per day • Shared average number of one-way miles per day • Individual average number of one-way miles per day • Number of riders
2/8/21	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Lincoln • Lyon • Murray • Pipestone • Redwood • Rock
1/8/21	DWRS rate mentor contact list	Updated information for Lac qui Parle County
1/4/21	DWRS rate mentor contact list	Updated information for Morrison County
12/21/20	Manual banding scenarios	Made the following changes: <ul style="list-style-type: none"> • Clarified that when lead agencies calculate a rate for

		<ul style="list-style-type: none"> • a service with a start date of Jan. 1, 2020, or later, the rate will not be banded to an individual or weighted average historic rate • Clarified content throughout the page • Removed outdated training modules • Added information for Waiver Reimagine about community residential services and family residential services • Clarified that no adult older than age 21 should be manually banded for MAPCY reduction
12/21/20	Unit-based fields	<p>Made the following changes:</p> <ul style="list-style-type: none"> • Added information for Waiver Reimagine about individualized home supports with family training, individualized home supports with training and individualized home supports without training • Removed information for adult companion, personal support and supported living serviced – 15-minute • Clarified that the user can only enter a non-framework rate amount if the person has a DHS-approved rate exception • Removed information about MAPCY reductions
12/21/20	Day service fields	<p>Made the following changes:</p> <ul style="list-style-type: none"> • Added information for Waiver Reimagine about day support services • Removed information about DT&H and structured day • Removed information about transportation that is no longer applicable • Clarified that the user can only enter a non-framework rate amount if the person has a DHS-approved rate exception
12/21/20	Residential fields for community residential services and family residential services	<p>Made the following changes:</p> <ul style="list-style-type: none"> • Updated title to add community residential services and family residential services • Added information for Waiver Reimagine about community residential services and family residential services • Clarified that the user can only enter a non-framework rate amount if the person has a DHS-approved rate exception or if they are completing a MAPCY reduction calculation for a child living in a licensed foster care setting
12/21/20	Customized living and 24-hour customized living fields	<p>Made the following changes:</p> <ul style="list-style-type: none"> • Clarified that the user can only enter a non-framework rate amount if the person has a DHS-approved rate exception • Removed information about MAPCY reductions
12/21/20	Community residential services: Quick reference guide on business rules	<p>Made the following changes:</p> <ul style="list-style-type: none"> • Updated title to add community residential services • Added information for Waiver Reimagine about

	for residential staffing	<ul style="list-style-type: none"> community residential services
12/21/20	Quick reference guide on billable indirect time	Added a link to CBSM – Individualized home supports – Remote support (Waiver Reimagine)
12/21/20	Quick reference guide on day services staffing ratios for RMS input	Made the following changes: <ul style="list-style-type: none"> Clarified content throughout the page Removed outdated training module
12/21/20	Quick reference guide on MAPCY and community residential services or family residential services in foster care settings	Made the following changes: <ul style="list-style-type: none"> Updated title to add community residential services and family residential services Added information for Waiver Reimagine about community residential services and family residential services Removed duplicative calculation instructions and instead linked to instructions on RMS User Manual – Banding scenarios – MAPCY reduction
12/21/20	Quick reference guide on deaf/hard of hearing customization in the RMS	Replaced specific reference to “American Sign Language” with a broad reference to “sign language”
12/21/20	Quick reference guide on transportation for framework services in DWRS	Made the following changes: <ul style="list-style-type: none"> Added information for Waiver Reimagine Removed information about DT&H
12/21/20	Quick reference guide on residential shared staffing hours for RMS input	Made the following changes: <ul style="list-style-type: none"> Comprehensive review Clarified content throughout the page Added information for Waiver Reimagine about community residential services and family residential services
12/21/20	Glossary	Made the following changes: <ul style="list-style-type: none"> Comprehensive review Removed definition of banding Clarified content throughout the page
12/21/20	Additional resources	<ul style="list-style-type: none"> Added information for Waiver Reimagine Removed outdated information
12/21/20	Training modules	Removed outdated training modules
12/9/20	DWRS rate mentor contact list	Updated information for St. Louis County
12/1/20	Residential fields for integrated community supports	New page for new service as part of Waiver Reimagine For more information, refer to DHS – Waiver Reimagine
11/6/20	DWRS rate mentor contact list	Updated information for Morrison County
10/23/20	DWRS rate mentor contact list	Updated information for Stearns County
10/2/20	DWRS rate mentor contact list	Updated information for Wabasha County
8/3/20	DWRS rate mentor contact list	Updated information for DVHHS, Meeker and Roseau counties
7/9/20	DWRS rate mentor contact list	Updated information for Norman County

4/3/20	DWRS rate mentor contact list	Updated information for Le Sueur County
3/27/20	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Aitkin • Hennepin • Kandiyohi
3/23/20	DWRS rate mentor contact list	Updated information for Brown County
3/20/20	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Dakota • Wabasha
2/28/20	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Douglas • Fillmore • Grant • Pope • Stevens • Traverse
2/4/20	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Carver • Douglas
12/31/19	Corporate foster care: Quick reference guide on business rules for residential staffing	Comprehensive review with the following changes: <ul style="list-style-type: none"> • Updated page title to distinguish between Family foster care: Quick reference guide on business rules for residential staffing • Clarified information throughout the page • Added information about using the residential daytime staffing hours worksheets
12/31/19	Family foster care: Quick reference guide on business rules for residential staffing	New page with rules to guide lead agencies and provider agencies as they determine a person's staffing level in a family foster care setting
12/20/19	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Chisago • Goodhue • Sherburne • Sibley
12/10/19	Training modules	Comprehensive review; removed information about outdated training modules
12/10/19	Quick reference guide on MAPCY and waiver services in foster care settings	Comprehensive review; removed references to banding
12/10/19	Quick reference guide on day services staffing ratios for RMS input	Comprehensive review; clarified content throughout the page
12/10/19	Unit-based fields	Comprehensive review; updated information for the following fields: <ul style="list-style-type: none"> • Staffing ratio • Customization

		<ul style="list-style-type: none"> • Non-framework rate information – Unit rate • Non-framework reason type • REQUIRED: Explanation and calculation details for non-framework rate
12/10/19	Residential fields	<p>Comprehensive review; updated information for the following fields:</p> <ul style="list-style-type: none"> • Residential address • Average shared direct care staff hours per day – Daytime hours • Average shared direct care staff hours per day – Overnight hours • Does the recipient require awake overnight staff? • Number of recipients requiring awake overnight shared staff • Average individual direct care staff hours per day – Daytime hours • Average individual direct care staff hours per day – Overnight hours • Average individual direct care staff hours per day – LPN assessment/treatment • Average individual direct care staff hours per day – RN assessment/treatment • Average individual direct care staff hours per day – Remote awake hours • Customization • Non-framework rate information – Unit rate • Non-framework reason type • REQUIRED: Explanation and calculation details for non-framework rate
12/10/19	Day service fields	<p>Comprehensive review; updated information for the following fields:</p> <ul style="list-style-type: none"> • Total units • Average staffing ratio • LPN average hourly units/day • RN average hourly units/day • Customization • Pickup location • DT&H location • Dropoff location • Non-framework rate information – Unit rate • Non-framework reason type • REQUIRED: Explanation and calculation details for non-framework rate
12/10/19	Customized living and 24-hour customized living fields	<p>Comprehensive review; updated information for the following fields:</p> <ul style="list-style-type: none"> • Home management • Socialization • Congregate meal preparation • Non-medical transportation

		<ul style="list-style-type: none"> • Activities of daily living (ADL) assistance • Health-related assistance • Mental health management • Non-framework rate information – Unit rate • Non-framework rate reason type • REQUIRED: Explanation and calculation details for non-framework rate
12/10/19	Banding scenarios	<p>Comprehensive review; removed information about the following scenarios:</p> <ul style="list-style-type: none"> • Change in residential service provider • Historic rate not available • Service intensity changed • Temporary manual banding scenario for respite (daily)
12/3/19	DWRS rate mentor contact list	Updated information for Hennepin County
11/21/19	DWRS rate mentor contact list	Updated information for Benton County
11/20/19	DWRS rate mentor contact list	New page with contact information for rate mentors at counties and tribal nations
10/14/19	Additional resources	<p>Updated list of RMS worksheets</p> <p>For more information, refer to the Oct. 14, 2019, eList.</p>
5/2/19	Quick reference guide on billable indirect time	<ul style="list-style-type: none"> • Updated employment information • Added specialist services information • Added links to applicable pages in the Community-Based Services Manual (CBSM)
2/15/19	Quick reference guide on consumer transportation for framework services in DWRS	<ul style="list-style-type: none"> • Updated information to reflect 2019 framework values • Clarified transportation information • Added additional resources section