

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.

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What's new

Date	Page	Action
10/22/25	Family residential services (FRS) and life sharing (LS): DWRS tiered rate services	New page with information about changes to rates for FRS and LS, effective Jan. 1, 2026
10/22/25	Manual banding scenarios	Added a note and link to the new page, RMS User Manual – FRS and LS: DWRS tiered-rate services
10/22/25	Quick reference guide on MAPCY and CRS or FRS in foster care settings	Added a note and link to the new page, RMS User Manual – FRS and LS: DWRS tiered-rate services
10/22/25	Quick reference guide on residential shared staffing hours for RMS input	Added a note and link to the new page, RMS User Manual – FRS and LS: DWRS tiered-rate services
10/22/25	Quick reference guide on transportation for framework services in DWRS	Added a note and link to the new page, RMS User Manual – FRS and LS: DWRS tiered-rate services
10/22/25	Family foster care: Quick reference guide on business rules for residential staffing	Added a note and link to the new page, RMS User Manual – FRS and LS: DWRS tiered-rate services
10/1/25	DWRS rate mentor contact list	Updated information for Aitkin County
9/24/25	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Anoka • Meeker
9/4/25	DWRS rate mentor contact list	Updated information for Stevens County
9/2/25	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Benton • Lac qui Parle • Meeker • Washington
7/31/25	Quick reference guide on transportation for	Updated mileage rates for the following transportation sub-services:

	framework services in DWRS	<ul style="list-style-type: none"> • Mileage 1:1 non-medical transportation • Non-medical transport group size – number of riders: 3-5 • Non-medical transport group size – number of riders: 6-10 • Non-medical transport group size – number of riders: 11 or more
6/6/25	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Dodge • Douglas • Grant • Pope • Steele • Stevens • Traverse • Waseca
4/14/25	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Anoka • Cottonwood/DVHHS • Olmsted
3/17/25	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Kanabec • Stearns
2/25/25	DWRS rate mentor contact list	Updated information for Isanti County
2/11/25	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Chisago • Isanti • Watonwan
2/4/25	DWRS rate mentor contact list	Updated information for Hennepin County
1/3/25	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Carlton • Sibley • St. Louis
1/1/25	Quick reference guide on transportation for framework services in DWRS	Added new mileage 1:1 non-medical transportation rate, effective Jan. 1, 2025
11/6/24	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Fillmore • Houston • Itasca
10/25/24	DWRS rate mentor contact list	Updated information for Stearns County
9/12/24	DWRS rate mentor contact list	Updated information for Renville County
9/4/24	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Dodge

		<ul style="list-style-type: none"> • Steele • Waseca
7/2/24	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Grant • Pope
6/6/24	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Dodge • McLeod • Steele • Waseca
5/8/24	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Carver • Cook • Scott
4/2/24	DWRS rate mentor contact list	Updated information for Fillmore County
3/4/24	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Benton • Crow Wing • Marshall • Olmsted
2/26/24	Residential fields for integrated community supports	Clarified information about: <ul style="list-style-type: none"> • Individual average in-person staffing hours • Individual average remote staffing hours
2/2/24	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Brown • Carver • Clay • Clearwater • Hennepin • Hubbard • Lac Qui Parle • Otter Tail
12/18/23	Quick reference guide on transportation for framework services in DWRS	Added new transportation rates, effective Jan. 1, 2024
12/4/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Faribault • Houston • Hubbard • Martin • Wright
11/2/23	DWRS rate mentor contact list	Updated information for Le Sueur County
10/3/23	DWRS rate mentor contact list	Updated information for Blue Earth County
7/27/23	DWRS rate mentor contact list	Updated information for Wabasha County

7/6/23	DWRS rate mentor contact list	Updated information for the following counties: <ul style="list-style-type: none"> • Aitkin • Beltrami
6/30/23	Quick reference guide on day services staffing ratios for RMS input	Updated the Day Services Individual Client Worksheet and the instructions on how to complete the 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	Removed the following sentence: "Transportation for a person is not currently a cost-driver in the unit frameworks."

	DWRS	
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 contact list	Updated information for: <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 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	Made the following changes: <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	Made the following changes: <ul style="list-style-type: none"> • Added information for Waiver Reimagine about day support services • Removed information about DT&H and structured

		<ul style="list-style-type: none"> • 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 for residential staffing	<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 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	<p>Made the following changes:</p> <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	<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 • 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	<p>Made the following changes:</p> <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	<p>Made the following changes:</p> <ul style="list-style-type: none"> • Comprehensive review • Clarified content throughout the page

		<ul style="list-style-type: none"> Added information for Waiver Reimagine about community residential services and family residential services
12/21/20	Glossary	<p>Made the following changes:</p> <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

		<ul style="list-style-type: none"> • 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 • Non-framework rate information – Unit rate • Non-framework reason type • REQUIRED: Explanation and calculation details for non-framework rate
12/10/19	Residential fields	Comprehensive review; updated information for the following fields: <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

		<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	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 • 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	Updated list of RMS worksheets For more information, refer to the Oct. 14, 2019, eList .
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-

		<ul style="list-style-type: none">• Based Services Manual (CBSM)
2/15/19	<u>Quick reference guide on consumer transportation for framework services in DWRS</u>	<ul style="list-style-type: none">• Updated information to reflect 2019 framework values• Clarified transportation information• Added additional resources section