



Eric Holcomb, Governor  
State of Indiana

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**To:** Bureau of Disabilities Services stakeholders, including individuals, families, providers, case managers and staff  
**From:** Holly Wimsatt, Director, Bureau of Disabilities Services  
**Re:** BDS Monthly Webinar for Providers and Case Managers  
**Date:** February 29, 2024

The Bureau of Disabilities Services (BDS) is committed to working collaboratively with case managers and providers to create a community where all people have access and opportunity to realize their good life. BDS strives to ensure quality support is aligned with person-centered principles by leading strategic change that equips providers and case managers to provide quality, person-centered supports for children and adults with disabilities in Indiana.

To support Indiana's efforts to strengthen Home and Community-Based Services (HCBS) and ensure that current training and continuing education efforts are aligned across Indiana's HCBS Waivers, BDS is instituting a pause in the bi-monthly Provider and Case Manager Webinar. This temporary pause will also allow BDS to fully evaluate the best way to offer provider and case manager support, education, and training moving forward.

The mandatory Provider Training offered by Liberty of Indiana is not impacted by this pause.

During this interim period, BDS reminds providers and case managers that there are multiple ways to stay fully informed:

- Register for electronic [DDRS Updates](#)
- For provider application or certification concerns: [BDSProviderServices@fssa.in.gov](mailto:BDSProviderServices@fssa.in.gov)
- For provider reverification or accreditation concerns: [BDS.Reporting@fssa.in.gov](mailto:BDS.Reporting@fssa.in.gov)
- For policy or procedural questions: [BDS.Help@fssa.in.gov](mailto:BDS.Help@fssa.in.gov)
- For issues with the BDS Portal: Submit a Jira Ticket.
- For billing issues: Contact your Gainwell Representative

Finally, BDS encourages you to complete your Provider Attestation in the BDS Portal at least quarterly as required of all BDS providers and to update your Provider Profile in the BDS Portal for all organizational and leadership changes. This will ensure that your information is current on the choice list given to those seeking services and that you receive electronic updates from BDS Provider Services.



Thanks for all you do to support Hoosiers, today and as we forge a path forward into the future.