

TRANSITIONING TO YOUR NEW CASE MANAGEMENT COMPANY—

GUIDELINES AND INFORMATION FOR INDIVIDUALS AND FAMILIES

The Bureau of Developmental Disabilities Services initiated the Case Management Innovations project in May 2021. This project is in response to feedback from individuals and families that noted an inconsistency in experiences with case management.

Case management is a required service and the foundation which all other HCBS services and supports are built upon. Effective January 1, 2022, the delivery of case management will be through a 1915(b)(4) waiver. This allows BDDS to implement a selective contracting process which will operate alongside the Family Supports Waiver (FSW) and the Community Integration and Habilitation (CIH) Waiver. Ultimately, this will result in enhanced case management services in which individuals and families will experience a stronger partnership with their case manager as they are supported in living their vision of a good life.

It is important to BDDS that individuals and families have information about this process and what it means for them. This guide is to provide you with information and resources through the transition. Please visit <https://www.in.gov/fssa/ddrs/case-management-innovation/> for updates and more information related to the Case Management Innovations project.

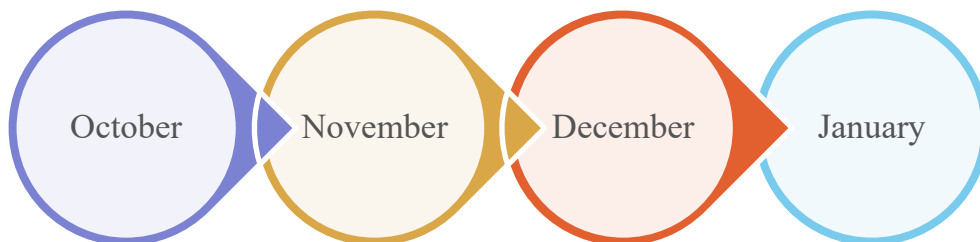
GENERAL TIMELINE

December 14, 2021

Deadline to choose new case management company *if your case management company is not awarded*

Awards

Announced



January 1, 2022
Implementation

WHAT CASE MANAGEMENT COMPANIES CAN I CHOOSE FROM?

Through a process called procurement, all case management companies were invited to submit proposals that were scored based upon criteria announced through the request for services. Now that the process is complete, we are pleased to announce the following case management companies who are approved to provide case management services effective January 1, 2022.

- Indiana Professional Management Group
- Unity of Indiana
- Inspire Case Management
- Connections Case Management
- The Columbus Organization
- CareStar of Indiana

WHAT DOES THAT MEAN FOR ME?

If you currently use one of the case management companies listed above, there is nothing you need to do.

If you **do not** currently use one of the case management companies listed above, you must choose one from the list no later than **December 14, 2021**.

Your current case manager will support you through this process and provide you with an updated choice list. In addition, the BDDS district office is able and willing to provide you with an updated choice list and answer any questions you may have.

Freedom of choice is guaranteed under the HCBS waiver program. Exercising freedom of choice ensures individuals receive the services and supports that they want and need. All individuals have the right to CHOOSE to change to a different approved case management company. The process is designed to be flexible to meet changing needs and provide better delivery of services.

All individuals must have case management services. Individuals and guardians will be provided a choice from among all case management companies that have been approved to provide case management.

- Attend any virtual or in person events where you can talk to representatives of the case management company
- Talk to other families or individuals and learn about their experiences

When speaking to potential case management companies you may have specific questions that will help you in making a decision. Following are some potential questions or discussion points to consider:

- What are your company beliefs and values when it comes to case management?
- How does your company ensure quality services?
- How does your company assign case managers to individuals?
- Do I get to interview possible case managers?
- Describe your vision of a good life. Ask how their company and case managers will help you in working toward that vision?
- How will my case manager advocate with me and assist me in obtaining supports?
- If my current case manager is becoming a new employee with your company, will I be able to follow her/him?
- What is the process if I have a complaint or concern?
- What if I need help after typical business hours?

Keep notes when speaking to potential case management companies so that you can go back and evaluate all the information you received and make the best choice possible for you.

WHERE CAN I FIND MORE INFORMATION?

Your case manager should provide you with information and resources the months of October, November and December. They are there to answer your questions and assist you through the process. In addition, the following resources are available:

- BDDS case management innovation webpage at <https://www.in.gov/fssa/ddrs/case-management-innovation/>
- Indiana Bureau of Developmental Disabilities Services on Facebook page. We will provide updates and reminders through our posts and Facebook Live events
- Live webinars for individuals and families on October 12 at 2 p.m. and December 6 at Noon.
- Sign up to receive DDRS announcements at <https://public.govdelivery.com/accounts/INFSSA/subscriber/new>
- Sign up to receive INvision newsletter, DDRS newsletter for individuals and families at <https://www.in.gov/fssa/ddrs/ddrs-information-and-resources/invision-division-of-disability-and-rehabilitative-services-newsletter/>
- Your BDDS district office is available and willing to answer any questions and support you through this process. Following is the contact information for each district office and counties served:

<p>District 1 110 W. Ridge Road Gary, IN 46408-2709 Phone: 219-981-5313 Toll Free: 877-218-3053 (V/VRS/711)</p> <p>Counties: Jasper, Lake, Newton, Porter, Pulaski & Starke</p>	<p>District 2 401 E. Colfax Avenue, Suite 270 South Bend, IN 46617-2737 Phone: 574-232-1412 Toll Free: 877-218-3059 (V/VRS/711)</p> <p>Counties: Cass, Elkhart, Fulton, Howard, Kosciusko, La Porte, Marshall, Miami, Saint Joseph, Tipton & Wabash</p>	<p>District 3 201 E. Rudisill Blvd., Suite 300 Fort Wayne, IN 46806-1756 Phone: 260-423-2571 Toll Free: 877-218-3061 (V/VRS/711)</p> <p>Counties: Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wells & Whitley</p>	<p>District 4 30 N. 8th Street, P.O. Box 10217 Terre Haute, IN 47801-0217 Phone: 812-232-3603 Toll Free: 877-218-3096 (V/VRS/711)</p> <p>Counties: Benton, Carroll, Clay, Clinton, Fountain, Monroe, Montgomery, Owen, Parke, Putman, Sullivan, Tippecanoe, Vermillion, Vigo, Warren & White</p>
<p>District 5 2620 Kessler Blvd. E. Dr., Suite 105 Indianapolis, IN 46220-2890 Phone: 317-205-0101 Toll Free: 877-218-3530 (V/VRS/711)</p> <p>Counties: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan & Shelby</p>	<p>District 6 201 E. Charles Street, Suite 130 Muncie, IN 47305-2434 Phone: 765-288-6516 Toll Free: 877-218-3531 (V/VRS/711)</p> <p>Counties: Blackford, Delaware, Fayette, Franklin, Grant, Henry, Jay, Madison, Randolph, Rush, Union & Wayne</p>	<p>District 7 700 E. Walnut Street Evansville, IN 47713-2561 Phone: 812-423-8449 Toll Free: 877-218-3528 (V/VRS/711)</p> <p>Counties: Daviess, Dubois, Gibson, Greene, Knox, Martin, Perry, Pike, Posey, Spencer, Vanderburgh & Warrick</p>	<p>District 8 1452 Vaxter Avenue Clarksville, IN 47129-7721 Phone: 812-283-1040 Toll Free: 877-218-3529 (V/VRS/711)</p> <p>Counties: Bartholomew, Brown, Clark, Crawford, Dearborn, Decatur, Floyd, Harrison, Jackson, Jefferson, Jennings, Lawrence, Ohio, Orange, Ripley, Scott, Switzerland & Washington.</p>