

Choosing a Case Manager

A service provided under Indiana's Medicaid Waiver program is case management.

When choosing a case manager, it is important to call the case management companies authorized through the Medicaid Waiver program. While you won't be speaking to a specific, perspective case manager, you can learn about the company as a whole. Some general things to consider when contacting the company include:

- Is the company eager to talk to you?
- If you need to leave a message, how quickly do they return your call?
- Do they ask about you or your loved one?

Many families aren't sure what to ask perspective case management companies.

Here are some suggestions:

- Do you have case managers who specialize in certain disabilities or dual diagnoses, such as a developmental disability and mental health issues?
- Are case managers assigned to specific regions so they know what services may be available in my community?
- How many cases on average does your case manager carry?
- What can you do for my loved one?
- What sets your company apart?
- What if I need to contact my case manager during nights or weekends?
- Do your case managers have any expertise regarding providers that would help them help me in choosing providers that can meet my needs?
- How will you ensure my Medicaid Waiver plan focuses on my needs and interests?
- How will you help coordinate my services?
- How do your case managers help coordinate services from different providers to make sure everyone is on the same page?
- How often will you communicate with me and my family?
- If my case manager leaves, how and when will I be notified? What is your transition plan?
- What is your staff turnover rate?
- If I want to change my case manager, what is the process for doing that?