



DDRS Case Management Innovation New Medicaid Waiver Case Management System

10.1.21

In July, 2021, Indiana's Division of Disability and Rehabilitation Services (DDRS) announced a new "Case Management Innovation (CMI)" initiative designed to improve Indiana's case management system for services provided through the Family Supports (FS) and Community Integration and Habilitation (CIH) Medicaid Waiver program. DDRS stated that the number of agencies providing these services would be reduced. Agencies interested in providing case management services were asked to submit information to the Indiana Department of Administration. DDRS stated the new system will begin January 1, 2022.

On October 1, 2021 DDRS announced that the following agencies have been selected to provide Medicaid Waiver case management services for people receiving FS and CIH waiver services.

- **Indiana Professional Management Group (IPMG)**
<https://gotoipmg.com>
866-672-4764
- **Unity of Indiana**
<http://www.unityofindiana.com>
317-888-1481
- **Inspire Case Management**
<https://www.inspirecm.com>
317-652-6928
- **Connections Case Management**
<https://www.connectionsinc.com>
317-710-7184
- **The Columbus Organization**
<https://www.columbusorg.com>
800-229-5116
- **CareStar of Indiana**
<https://www.carestar.com/case-management>
800-616-3718

What is Case Management Innovation (CMI)?

Case Management Innovation (CMI) is an effort to improve case management services based on requests from people with disabilities and their families. The state's goal is to ensure individuals receive high quality, consistent, person centered case management services that help them access waiver services and also to help them find and access a variety of other services, support, and resources outside of the waiver.

What case management companies are affected by CMI?

Many agencies use the term case management or case managers. CMI affects case management services provided through the Family Supports (FS) Waiver or Community Integration and Habilitation (CIH) Waiver. Current agencies providing Medicaid Waiver case management include: Advocacy Links, Carestar, CICOA, The Columbus Organization, Connections Case Management, Futures Case Management, Inspire Case Management, Integrated Case Management Services, IPMG, and Unity of Indiana.

Why is this happening?

While DDRS was gathering feedback about redesigning Indiana's Medicaid Waiver program, people with disabilities and their families repeatedly said they wanted changes to case management. Specifically, they wanted case managers who would be a "partner in the process" to help them find resources outside of waiver services to meet their needs. The goal of CMI is to help ensure case managers have more and consistent training, and to reduce the number of clients case managers work with so they can spend more time with each client. The purpose of these changes is to provide better quality, more consistent, and more person centered case management services.

What do I do if my current case management agency was not selected?

You will need to choose a new case management agency. Think about what you want in life or what you want for your loved one. Think about what you want in a case manager and what you value. Think about your vision of a good life. Let that guide you as you look for a new agency. Visit the websites of the selected agencies and call them. Because there will be many people choosing a new case management agency it may take some time for them to return your call. That's okay. It's important to talk with as many of the agencies you'd like before you make a decision. If you're not sure what to ask case management agencies, contact The Arc of Indiana at 800-382-9100 and ask to speak with a family advocate.

What is the deadline to choose a new case management agency?

December 14, 2021. If individuals do not choose a new case management company by December 1, the Bureau of Developmental Disability Services (BDDS) may assign individuals to a case management company. However, individuals can always change their case management company at any time, for any reason.

If my case management agency was not selected, can I follow my case manager to a new agency?

If you like your case manager and the agency they work for was not selected, talk with them. Find out if they will continue to be a case manager at another agency. They may not have an immediate answer. If they are moving to another agency, ask where they are going. You can choose that new agency if you wish. Remember, this is an opportunity to look at other agencies. (See information in "What do I do if my current case management company was not selected?")

My case management agency was selected. Will I get to keep my case manager?

Most likely. Part of the improvements to case management services include limiting the number of individuals a case manager works with, often called a case load. By limiting a case manager's case load, the case manager will be able to spend more time with clients. This may mean that some people will be assigned a new case manager even if their case management agency is chosen to continue.

My case management agency was selected, but I don't like my case manager, can I change case managers?

Yes. You always have the right to change individual case managers or case management agencies.

How were the case management agencies selected?

In July, 2021, the State of Indiana released a Request for Services, inviting any interested agency to submit a proposal for providing case management services. The state specifically wanted to choose agencies who could provide statewide services, person centered services, help clients find paid and unpaid services and support, and who would provide training on maximizing Medicaid health coverage benefits. The proposals were evaluated by an independent company, HRSI, to determine which proposals would provide the best quality case management services.

Will I lose my waiver or any of my other services?

No, you will not lose your waiver or any of your other services as a result of CMI.