

For more information on this and other topics, visit [www.arcind.org](http://www.arcind.org) or call 317.977.2375

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

When choosing a case management company, individuals and families may want to interview different case management companies authorized through the Medicaid Waiver program to see who the best fit for the individual and family may be. While you may not 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 are experienced in my or my loved one's disabilities or dual diagnoses, such as a developmental disabilities and mental health concerns?
- Are case managers assigned to specific regions so they know what services may be available in my community?
- How are caseloads distributed so that my case manager doesn't get overwhelmed with too many cases?
- 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?
- How can you help me learn about formal services and community resources that meet my or my loved one's needs?
- How will you ensure my Person Centered Individualized Support Plan focuses on my needs, interests, and vision for a good life?
- How will you help coordinate my services and identify natural and community supports?
- 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 your policy for doing that?*

It is important to know that you always have the right to change case management companies. If you choose a case management company and realize they are not a good fit for your family, you may always change companies. You may do this in two ways. You may call your local Bureau of Developmental Disabilities Services (BDDS) office to request a new pick list for case management. You may also contact your current case management company to request a new case management pick list. Then, you may interview case management companies again to see if you can find a better fit. Once you've decided on a new company, return the pick list to BDDS or your current case management company with your new choice marked.