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## **Case Management Innovation Frequently Asked Questions for Case Management Leadership**

### **Why are the case management changes a new priority?**

Case management services is the foundational service for which all HCBS are built upon. DDRS is prioritizing case management services and responding to stakeholder requests for enhancements as part of the overall waiver redesign process. Additionally, it's important that case management uphold quality standards, which are being prioritized as part of this initiative.

### **What is the status of the waiver redesign?**

The waiver redesign continues to be a priority, and this change is a part of the overall approach to redesign. Updates can be found on [the BDDS Waiver Redesign webpage](#).

### **Which case management companies were awarded contracts through the RFS?**

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

### **How did you ensure that the process to choose case management companies was fair and objective?**

DDRS utilized the competitive procurement process which operates under the direction of the Indiana Department of Administration.

### **Am I required to hire existing case managers?**

There is no requirement to hire existing case managers.

**If a case manager is changing employment from one case management company to another, are case managers permitted to tell individuals and families which case management company they are going to?**

As a reminder, providers shall not engage in uninvited solicitation of potential clients, who are vulnerable to undue influence, manipulation, or coercion. If case managers share that they are leaving their current employer and are asked by an individual or family (uninvited) where they are going to work, this would not be viewed as solicitation in violation of 460 IAC 6-36-2. In addition, case managers are encouraged to follow up with their employers regarding any company policies on this issue.

**What am I required to do as part of the transition process?**

Each case management company has received a toolkit which outlines the timeline, responsibilities and expectations through the transition. You can also find the toolkit and resources on the case management innovation webpage. Will the rate increase?

**Will the rate increase?**

There will be no change in the rate for case management services at this time, and there will be no change in how case management is funded.

**Are cost savings or financial reasons driving this change?**

No. BDDS is not transitioning to a 1915(b)(4) Fee for Service waiver and contracted case management structure for financial reasons. There is no cost savings to the state to do so.

**How does this affect service plans?**

The process of creating and submitting service plans is not impacted by the transition to a 1915(b)(4) Fee for Service waiver and contracted case management structure.

**How does this affect incident reports?**

Case management companies not selected through the Request for Service process remain responsible for submission and follow-up of incident reports for individuals they support until the individual transitions to a selected provider of case management services.