

July 19, 2017

Thank you for the opportunity to comment on Indiana's long-term care services and supports system

IPMG has provided case management services since September 1, 2006, first as a sole statewide contractor for the ID waivers, and effective September 1, 2012, as one of a limited number of certified providers. IPMG continues to be the largest independent case management company in Indiana. Our experience in this field allows us the knowledge that case management is a vital, complex and comprehensive service that extends beyond the day-to-day activities of the individual Case Managers. IPMG is committed to the full support of the efforts within the state and the aged and disabled environment to enhance the quality of lives of individuals served, while understanding and supporting the necessity of implementing cost-effective measures.



Please consider the following when evaluating Indiana's long-term care services and supports.

1. There needs to be additional transparency of AAA eligibility process to provide clear understanding to individuals, families and guardians of what eligibility means. This should also include reasons for why an individual does not meet NL eligibility for waiver. Currently, intake Case Managers are not forthcoming to families of reasons an individual did not meet eligibility for A&D waiver.
2. DA is contracting with (AAA) to provide ADRC (Aging and disability resources and INConnect Alliance) as part of no wrong door. There seems to be a lack of consistency of proficiency and skill across AAA contractors. Comprehensive and consistent training for contractors and an improvement in assisting individuals better understand options for services and long-term eligibility requirements would enhance the long term supports system.
3. An increase in transparency of case management structure, roles and responsibilities of AAA and ICM (independent case management organizations) in supports and services should be considered. This is vital in order to provide continuity of services and supports to ensure individuals health, welfare and quality of life.
4. Establishment of formal transition process to ensure individuals needs are communicated and shared between case management organizations in order to ensure continuity of services and immediate health and safety protections.

IPMG would like to thank the Division in advance for your consideration of our perspectives regarding the proposed waiver amendment.

Sincerely,

Jennifer Lantz

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Executive Director
IPMG

