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## **Case Management Innovation Frequently Asked Questions for Waiver Services Providers**

### **Which Case Management Companies were awarded contracts?**

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

### **What is the timeframe for individuals to transition to an awarded case management company?**

Individuals and guardians must choose an awarded case management no later than December 14, 2021. Implementation begins January 1, 2022.

### **How does this affect submissions of budgets or budget modification requests?**

All activities related to the individual's services and service plan are tied to the individual. All typical processes and timelines remain and still exist.

### **How will I be notified of an individual's CMCO change?**

Providers will receive a new Notice of Action when a CMCO changes.

### **What is the timeline for changes in the portal?**

Please watch [DDRS Announcements](#) for more information coming.

### **Where can I find updates?**

The BDDS Portal will show changes in the individual's CMCO and/or case manager.

### **Where can I find more information?**

There are multiple ways you can stay up to date and receive the latest information.

- [The BDDS Waiver Redesign webpage](#) includes announcements, resources and opportunities for feedback.
- The [BDDS Case Management Innovation webpage](#) provides information specific to this case management initiative.
- Sign up for [DDRS emails](#) to have all announcements sent directly to your inbox.

- Follow the [BDDS Facebook page](#) for posts and for our FB Live every other Friday.
- Subscribe to the [INvision newsletter](#), a quarterly newsletter for individuals and families.

**Is there anything I need to do now?**

No, not at this time. The provider does not need to do anything to facilitate the process.

**How does this affect service plans?**

If an individual changes CMCOs, the service plan will be updated and a new Notice of Action issued.

**How does this affect incident reports?**

The incident reporting process will remain the same and is not affected with this change.