



Contracted Case Management Frequently Asked Questions for Individuals/Families

Why are there changes happening with case management?

As part of the BDS Waiver Reset project BDS is focusing on case management due to stakeholder feedback regarding how individuals and families experience this service, and an overall desire to improve the quality of case management services. BDS is implementing changes to case management to provide a better way for BDS to work more closely with specifically selected case management organizations. This will provide an avenue to:

- Improve the skills and knowledge of case managers
- Build greater consistency with this service across the state
- Ensure all individuals continue to receive quality case management service

Case management services are a foundational component to all waiver services. BDS is prioritizing case management to ensure that every person receiving waiver services has access to consistent quality case management.

Which case management companies have been chosen?

- The Columbus Organization
- Unity of Indiana
- Inspire Case Management
- Indiana Professional Management Group (IPMG)
- Aging & In-Home Services of NE Indiana

Are my choices different based upon where I live or what waiver I have?

No. All awarded case management companies will serve the entire state and all waivers that BDS administers.

My case management company was not selected. When do I have to choose a new case management company?

Case management is a required service. You may choose a new company starting June 1, 2026. You must choose a new case management company no later than **July 15, 2026**.

I currently use one of the case management companies selected. Do I still have to make a choice?

There is nothing you need to do if you want to stay with your current case management company who has been awarded.

Will I still be able to choose my case manager and case management company?

Yes. All individuals must receive case management services, as this is a required waiver service. Freedom of choice for who provides case management will continue to be guaranteed. All individuals have the right to choose to change to a different approved case management company at any time.

Can I keep my same case manager?

If your case manager works for a case management company that is NOT awarded, you will have to choose one of the case management companies from the above list.

If your case manager is changing their employment to one of these case management companies, you may ask them which company they are going to and request to move with them. You should still contact that new company to ensure they know of your intentions to follow your case manager and make sure they are able to accommodate that request.

Am I going to lose to my waiver?

No. This does not affect your eligibility or access to the waiver.

Will this affect my budget?

No. There is no change to the reimbursement for case management. Therefore, it has no effect on your waiver budget.

Will I lose any services?

No. You will have the same options for waiver services as you currently have.

How is this different than the case management I currently receive?

The quality and delivery of person-centered case management services will be directly and positively impacted. This model gives case managers the tools and resources to connect individuals and families to an array of supports to help them define and advocate for their vision of a good life. For instance, your case manager may have more support and better training, and you may see greater consistency in the case management service.

Where can I find more information?

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

- [BDS Waiver Reset](#) website includes information and resources
- Sign up for [DDRS emails](#) to have all announcements sent directly to your inbox
- Follow the [BDS Facebook page](#)