

Choosing a Case Management Company

Things to Consider

When choosing a new case management company, you may be wondering “how do I choose?” You can research the companies and start by thinking about what is important to you and what types of questions you may have in mind. Every person is different therefore this decision is a very personal one. Following are some things to consider or possible questions as you interview new case management companies.

Getting Started

- Have a piece of paper and pen ready to take notes as you learn more about each company and speak to the potential case management company. This will be helpful to reference when trying to make a final decision.
- Before calling have a list of questions ready so you don't forget to ask anything that is important to you.

Research the Company

- Check out their website. A company website can provide you with a lot of information including their history, principles and values.
- Visit their Facebook or other social media pages. Companies use social media to share information and connect with the public.
- Attend any virtual or in person events where you can speak to people who work for the case management company.
- Talk to other individuals and families to learn about their experiences.

Possible Questions to Ask & Things to Consider

- What are your company beliefs and values when it comes to case management?

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- How does your company ensure quality services and monitor a person's waiver services and supports?
- How does your company assign case managers to individuals?
- If my current case manager is becoming a new employee with your company, will I be able to follow her/him?
- Do I get to interview possible case managers?
- Tell me how you/your case managers would support me in making new connections and building more relationships.
- Tell me how you/your case managers would advocate with me and assist me in obtaining supports?
- Tell how you/your case managers will help me to understand my rights and responsibilities?
- Tell me about the education and experience of your case managers.
- Can you tell me about the connection your case managers have to my area and if they will connect me to activities, events, or services in my community?
- Describe what your vision for a good life is and ask how they can support you in achieving that good life.
- Tell me how you/your case managers shows respect for my values, beliefs, culture, identify, and preferences.
- I communicate using (fill in the blank) are you/your case managers able to effectively and efficiently communicate with me?
- Tell me how you/your case managers would move my team forward to assure I am reaching my desired outcomes if my team got stuck.
- Will you/your case managers not give up on me or team even if natural consequences occur?
- Tell me about how you/your case managers are trained in dispute resolution and able to negotiate best solutions always keeping me first in mind.
- What is the process if I have a complaint or concern?
- What if I need help after typical business hours?