



### Who We Are

*Title of Project, Name of Lead Entity, Partner, Counties in Indiana we are impacting.*

"Welcome to Waiver" led by Connections Case Management -- statewide presence

Partnering with CMOs, waiver providers, DDRS/BDDS

### What We Expect if We Achieve our Vision

*Expected short-term and long-term outcomes; and positive impacts on individuals if your project successfully carries out these actions.*

#### Short Term Outcomes

- #1 Ascertain barriers and limitations to access and engage Indiana Medicaid Waiver services and supports during the application, intake, annual and transition timeframes of waiver utilization.
- #2 Identify the top challenges to understanding and organizing waiver information during the application, intake, annual and transition timeframes of waiver utilization.

#### Mid Term Outcomes

- #3 Immerse CtLC Framework principles and practices into application, intake, annual and transition timeframes through education and use in each step.
- #4 Integrate technology options for acquisition of information.

#### Long Term Outcomes

- #5 Publish Welcome to Waiver- What to expect when applying for a Medicaid Waiver?
  - Introduction to CtLC Framework principles and building a network of supports
  - Options for exploring resources during waitlist timeframe
- #6 Publish Waiver Journey- What to expect from your Medicaid Waiver?
  - What a case manager does
  - What to expect from waiver service providers
  - How to engage community resources and partners
  - When to use technology
  - How HCBS Final Rule and individual rights intertwine in the program
- #7 Publish Waiver Journey- What to bring to the team

### What We Will Do

*Specific actions your agency will take to carry out pilot project.*

With the initiatives set forth by the state for Case Management Innovation and adopting the LifeCourse Framework, service delivery for HCBS in Indiana has changed radically and fundamentally. There has not been a clear, centralized message of how this impacts individuals, their families, guardians, case managers, providers, and advocates.

We seek input to better explain the waiver journey and set expectations by asking the following of various stakeholders.

### How We Will Do It

*Plan and implementation*

1. What should you expect when applying for Waiver? This should outline the BDDS Gateway and needed steps for applying as well as expectations and alternatives for support during application and waitlist timeframe.
2. What should you expect from your waiver? This should outline expectations about your waiver meetings, your case manager, service providers, community, technology, and rights.
3. What should you bring to your waiver? This should outline information individuals will need to provide, options for facilitating your team, and expectations for managing your plan.
4. What did your waiver do for you? This should easily outline potential transitions including from one waiver to

### What Will Result

*Long-term goals to transform services and/or better support individuals.*

- Knowledge of what to expect from HCBS Medicaid waiver supports
- What to expect from IST meetings
- Information about the HCBS Final rule, informed choice, and how waiver works

### What We Want to Avoid

*Outcomes that may take away from the vision and will serve as "red flags" to consider course correction.*

People that sign up for the waiver don't know what they are signing up for or expecting from the waiver program. Not knowing what to expect from waiver services, not knowing what to expect from waiver meetings or collaborating with the IST.

