

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2026154 SEPTEMBER 24, 2026

IHCP announces BDS waiver case management service level agreement changes

The Bureau of Disabilities Services (BDS) within the Division of Disability, Aging and Rehabilitation Services (DDARS) is announcing that effective Nov. 1, 2026, the Indiana Family and Social Services Administration (FSSA) will withhold 2% of the monthly case management fee. These withheld funds will be returned to the contractor contingent upon the contractor's successful achievement of the service level agreements defined in their contract.

All withheld funds will be distributed to case management organizations that meet the established quarterly performance metrics. If no case management organization meets the metrics required for distribution, those funds will be carried over to the next quarter.



At the end of each quarter, the Office of Medicaid Policy and Planning (OMPP) will send a report to the DDARS that contains all the information regarding the amounts withheld for that quarter. The DDARS will create an expenditure request and send that to the OMPP. The OMPP will then direct Gainwell Technologies to pay the specified contractors. These payments will be displayed on the remittance advice (RA) as lump sum payment. Providers will be able to identify this payment on the RA as a non-claim-specific payout issued to the payee, rather than a payment associated with an individual claim.

Expenditures will be paid out in the first month following the end of each quarter for any case manager that meets the requirements to receive funds.

The quarterly periods for Contract Year 1 are as follows:

- Aug. 1, 2026 – Oct. 31, 2026 (stabilization period; no withholds or distributions)
- Nov. 1, 2026 – Jan. 31, 2027
- Feb. 1, 2027 – April 30, 2027
- May 1, 2027 – July 31, 2027

The performance areas include:

- Timely completion of person-centered individualized support plan (PCISP) – initial, annual and updates
- Timely completion of interRAI intermediate care facility for individuals with intellectual disabilities (ICF/IID) level-of-care (LOC) assessments
- Timely completion of incident reporting and required follow-up as well as verification of corrective action plans (CAPs) because of a substantiated allegation
- Timely and accurate completion of mortality review activities
- Compliance with case manager case load sizes
- Training for case managers

Questions regarding the BDS case management organization contracts can be directed to BDS.help@fssa.in.gov.

QUESTIONS

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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