Choosing a Case Management Organization (CMO)

Case management is a service provided under Indiana's Medicaid Waiver program. When choosing a Case Management Organization (CMO), it's important to take time to research the organizations that provide case management authorized through the Medicaid Waiver program. This may help you decide which CMO will be the best fit for you or your loved one. You can call or e-mail a CMO to ask questions to learn more. While you may not be speaking to the person who would be your case manager if you select that organization, you can learn about the organization itself.

Before you begin, if you are researching CMOs on behalf of another person, ask them what is important to them and what questions they would like you to ask. If possible, include them in the conversation.

Suggestions to consider:

Review the organization's website for information about its mission and its vision for providing case management services.

If possible, connect with others who receive or have received services from the CMO. This might include people you know from Special Olympics, Self-Advocates of Indiana, local chapters of The Arc, parent groups, etc.

If you reach out to the organization, are they open to talking to you?

If you leave a voicemail, how quickly do they return the call? Please be aware that because so many people will be affected by the recent change in CMOs, it may take longer than usual to receive a call back.

Suggested questions to ask or look for in your research:

- What can your company and your case managers do for me or my loved one?
- What sets your company apart?
- What are your company's beliefs and values when it comes to case management?
- What qualifications or training do your case managers have?
- What ongoing training do they receive?
- Are your case managers experienced in supporting individuals with my or my loved one's specific disability (including co-occurring conditions)?

- Do I get to interview possible case managers?
- If my current case manager will be a new employee with your company, can I choose them as a case manager?
- What is your staff turnover rate?
- If my case manager leaves, how and when will I be notified, and what is the transition plan?
- If I want to change my case manager, what is your process?
- Will the case manager use my preferred method of communication (text, email, phone)?
- How will my case manager advocate with me and assist me in obtaining supports?
- How will your case managers support me or my loved one in leading team meetings and making decisions?
- How do you ensure the person with a disability has the support they need in meetings and managing services?
- How do you include family members of adults in meetings and managing services?
- How do your case managers help coordinate services from different providers?
- How will you help me understand and connect to formal and informal services and community resources?
- How often will you communicate with my family and me?
- What is the process for reaching my case manager after hours or on weekends if there is an urgent issue?
- How do you manage caseloads to ensure responsiveness and accessibility?
- How does your company ensure quality services?
- What is the process for addressing concerns or complaints?
- How will you help me or my loved one navigate changes with Waivers and Medicaid?
- How will you help if there is a problem with Medicaid or Social Security?

Questions? Concerns?
The Arc of Indiana is always here to help.

Contact us at 317-977-2375
and ask to speak with a family advocate,
or email us at thearc@arcind.org.