TRANSITIONING TO YOUR NEW CASE MANGEMENT ORGANIZATION–

GUIDELINES AND INFORMATION FOR INDIVIDUALS AND FAMILIES

Case management is a required service and the foundation which all other HCBS services and supports are built upon. Effective August 1, 2026, the delivery of case management will be through a 1915(b)(4) waiver. This allows BDS to implement a selective contracting process which will operate alongside the Family Supports (FS), Community Integration and Habilitation (CIH), Health & Wellness (H&W), and Traumatic Brain Injury (TBI) Waivers. Ultimately, this will result in enhanced case management services in which individuals and families will experience a stronger partnership with their case manager as they are supported in living their vision of a good life.

It is important to BDS that individuals and families have information about this process and what it means for them. This guide is to provide you with information and resources through the transition. Please visit BDS Waiver Reset for updates and more information related to the changes.

GENERAL TIMELINE

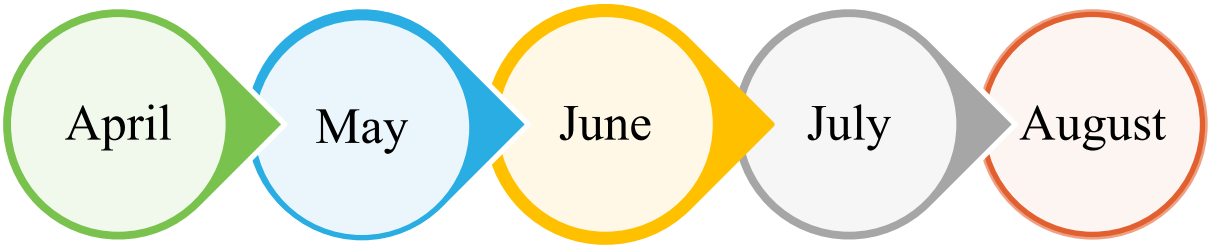
April 2026
Awards are announced

May 2026
Explore new case management organization

June 1, 2026
Individual should begin to transition to one of the awarded organizations

June 1– July 15, 2026
Choose new case management organization if your case management organization is not awarded a contract

August 1st, 2026
Implementation



WHAT CASE MANAGEMENT ORGANIZATIONS CAN I CHOOSE FROM?

Through a process called procurement, all Case Management Organizations were invited to submit proposals that were scored based upon criteria announced through the request for services. Now that the process is complete, we are pleased to announce the following Case Management Organizations who are approved to provide case management services effective August 1, 2026.

- Aging & In-Home Services of NE IN, Inc.
- Indiana Professional Management Group
- Inspire Case Management
- Unity of Indiana
- The Columbus Organization

WHAT DOES THAT MEAN FOR ME?

Each one of these case management organizations will provide case management statewide and for all of the following waivers:

- Family Support Waiver
- Community Integration & Habilitation Waiver
- Health & Wellness Waiver
- Traumatic Brain Injury Waiver
- PathWays Fee for Service
- Money Follows the Person (Pathways, Health & Wellness, or CIH)

If you currently use one of the case management companies listed above, there is nothing you need to do.

If you **do not** currently use one of the Case Management Organizations listed above, you must choose one from the list **beginning June 1, 2026, and no later than July 15, 2026.**

Your current case manager will support you through this process and provide you with an updated choice list. In addition, the BDS district office is able and willing to provide you with an updated choice list and answer any questions you may have.

Freedom of choice is guaranteed under the HCBS waiver program. Exercising freedom of choice ensures individuals receive the services and supports that they want and need. All individuals have the right to CHOOSE to change to a different approved case management company. The process is designed to be flexible to meet changing needs and provide better delivery of services.

All individuals must have case management services. Individuals and guardians will be provided a choice from among all Case Management Organizations that have been approved to provide case management.

HOW DO I CHOOSE?

Choosing a case management company is a personal choice and should be a decision made based upon your individualized needs and preferences. Following are some ideas on how you can learn more about each case management company:

- Check out their website
- Visit their Facebook or other social media pages
- Attend any virtual or in person events where you can talk to representatives of the case management company
- Talk to other families or individuals and learn about their experiences

When speaking to potential Case Management Organizations you may have specific questions that will help you in making a decision. Following are some potential questions or discussion points to consider:

- What are your company beliefs and values when it comes to case management?
- How does your company ensure quality services?
- How does your company assign case managers to individuals?
- Do I get to interview possible case managers?
- Describe your vision of a good life. Ask how their company and case managers will help you in working toward that vision?
- How will my case manager advocate with me and assist me in obtaining supports?
- If my current case manager is becoming a new employee with your company, will I be able to follow her/him?
- What is the process if I have a complaint or concern?
- What if I need help after typical business hours?

Keep notes when speaking to potential Case Management Organizations so that you can go back and evaluate all the information you received and make the best choice possible for you.

WHERE CAN I FIND MORE INFORMATION?

Your case manager should provide you with information and resources the months of April. May, and June. They are there to answer your questions and assist you through the process. In addition, the following resources are available:

- BDS Waiver Reset webpage at BDS Waiver Reset
- Indiana Bureau of Disabilities Services on Facebook page. We will provide updates and reminders through our posts and Facebook Live events
- Live webinars for individuals and families
- Sign up to receive DDRS announcements at DDRS Announcements

- Your BDS district office is available and willing to answer any questions and support you through this process. Following is the contact information for each district office and counties served:

District 1 110 W. Ridge Road Gary, IN 46409 Phone: 219-981-5313 Toll-Free: 877-218-3053 (V/VRS/711) Counties: Jasper, Lake, Newton, Porter, Pulaski & Starke	**District 2** 3575 Moreau Court, Suite 310 South Bend, IN 46628 Phone: 574-232-1412 Toll-Free: 877-218-3059 (V/VRS/711) Counties: Cass, Elkhart, Fulton, Howard, Kosciusko, La Porte, Marshall, Miami, Saint Joseph, Tipton & Wabash	**District 3** 201 E. Rudisill Blvd., Suite 300 Fort Wayne, IN 46806 Phone: 260-423-2571 Toll-Free: 877-218-3061 (V/VRS/711) Counties: Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wells & Whitley	**District 4** 2901 Wabash Ave., Suite 400 Terre Haute, IN 47803 Phone: 812-232-3603 Toll-Free: 877-218-3096 (V/VRS/711) Counties: Benton, Carroll, Clay, Clinton, Fountain, Monroe, Montgomery, Owen, Parke, Putman, Sullivan, Tippecanoe, Vermillion, Vigo, Warren & White
District 5 8085 Knue Road, Suite 200 Indianapolis, IN 46250 Phone: 317-205-0101 Toll-Free: 877-218-3530 (V/VRS/711) Counties: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan & Shelby	**District 6** 3413 W. Fox Ridge Lane Muncie, IN 47304 Phone: 765-288-6516 Toll-Free: 877-218-3531 (V/VRS/711) Counties: Blackford, Delaware, Fayette, Franklin, Grant, Henry, Jay, Madison, Randolph, Rush, Union & Wayne	**District 7** East Office 7409 Eagle Crest Blvd., Suite A Evansville, IN 47715 Phone: 812-423-8449 Toll-Free: 877-218-3528 (V/VRS/711) Downtown Office 401 S.E. Sixth St., Suite 212 Evansville, IN 47713 Phone: 812-423-8449 Toll-Free: 877-218-3528 (V/VRS/711) Counties: Daviess, Dubois, Gibson, Greene, Knox, Martin, Perry, Pike, Posey, Spencer, Vanderburgh & Warrick	**District 8** 1452 Vaxter Ave. Clarksville, IN 47129 Phone: 812-283-1040 Toll-Free: 877-218-3529 (V/VRS/711) Counties: Bartholomew, Brown, Clark, Crawford, Dearborn, Decatur, Floyd, Harrison, Jackson, Jefferson, Jennings, Lawrence, Ohio, Orange, Ripley, Scott, Switzerland & Washington.