

You have *goals*.
You have *dreams*.
You have...

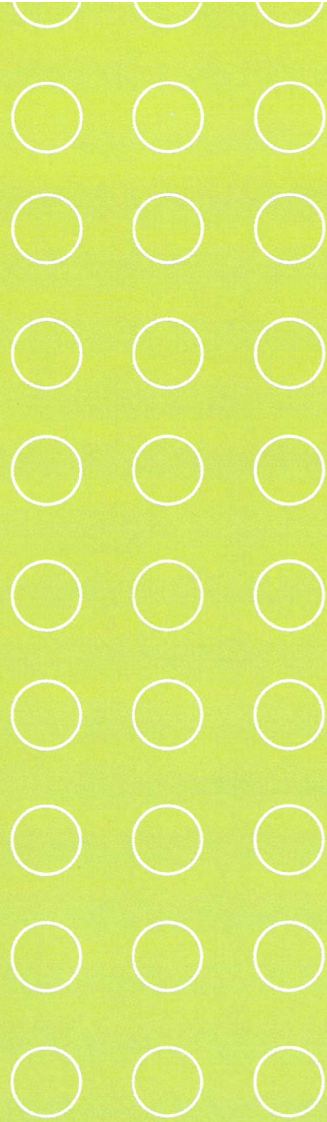


Indiana Professional Management Group, Inc.

Facilitating Success through Person-Centered Case Management

A Guide to the Medicaid Waiver Program





ipmg *is here for you.*

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Why IPMG?

Indiana Professional Management Group, Inc. (IPMG) is Indiana's preeminent statewide provider of case management services for participants in the Home and Community-Based Services (HCBS) Medicaid Waiver program. IPMG's founding companies first began to provide case management services at the time the waiver program was initiated in the early 1990s. We've used that long-term experience to create best standards that reflect our unconditional commitment to the individuals we serve in their pursuit of meaningful, self-determined lives.

The mission of IPMG is to develop Case Managers who are acknowledged as experts in their field and as vital participants in the support team, who empower individuals served to understand and access quality, efficient and coordinated services that result in the betterment of their lives.

What Will Your IPMG Case Manager Do for You?

Our Case Managers bring to the people we serve not only a comprehensive knowledge of waiver services, but a philosophy of Person-Centered Thinking that guides our approach to working with individuals served, guardians and teams. Here are some of the ways in which our IPMG Case Managers provide support:

- They educate you about the waiver program and ensure that you have the information and resources needed to make thoughtful decisions about all of your services.
- They facilitate the Person Centered Planning process in order to create your individual support plan to ensure that your needs and desires are the focus of all efforts by your waiver providers.
- They advocate for you in the face of any challenges that you might experience on your path to achieving your goals and outcomes.
- They facilitate face-to-face meetings with you, you guardian, if applicable, and your team at least every three months to discuss your wellbeing and satisfaction with services.
- They monitor the quality of your services and collaborate with your service providers to solve problems as needed.
- They ensure the completion of all processes and documentation that are required for you to remain eligible for the waiver program.

Medicaid Assistance

IPMG's full-time Medicaid Manager is available to assist you. She will:

- Answer your questions about Medicaid
- Assist you with the initial Medicaid application
- Offer to be an authorized representative and speak with Medicaid on your behalf
- Help keep your Medicaid active



Person-Centered Planning

Person-Centered Planning (PCP) is a process used to identify the strengths, preferences, needs and desired outcomes of the individuals we serve. What is "important to" and "important for" them is at the core of this process, and their self-identified outcomes drive all that we do on their behalf. In addition, all IPMG staff receive training on Person-Centered Thinking so that they are better able to understand the individuals with whom they work, and to implement the PCP process.



"My IPMG Case Manager assisted me with setting goals for studying and exercising to maintain my health." - Lindsay



Accessibility

IPMG has the information you require available in a variety of accessible formats to meet your personal needs, including print material in English and Spanish, videos, audio CDs, and more.

Waiver Program

What is the Medicaid Waiver Program?

The Medicaid Waiver Program is a Medicaid funded initiative that helps individuals with developmental and/or intellectual disabilities to live as successfully and independently as possible in their own communities. There are two types of available waivers for persons with these disabilities.



FAMILY SUPPORTS WAIVER (FSW)

The FSW was created to be the initial point of entry into the Medicaid Waiver system in Indiana. This waiver provides services to individuals of any age who live in their own homes, family homes, or other community settings. The purpose of this waiver is to provide individuals with access to community-based services and supports that are important to them and that are provided in a manner that respects their personal beliefs and customs. Below is a list of the most utilized services available through the FSW. For a full list of services, please visit our website (www.gotoipmg.com).

ADULT DAY SERVICES: Community-based group programs designed to meet the needs of adults through individualized plans of care. These non-residential programs provide health, social, recreational, and therapeutic activities; supervision; support services; and personal care.

BEHAVIORAL SUPPORT SERVICES: Training, supervision, or assistance in appropriate expression of emotions and desires; acquisition of socially appropriate behaviors; and the reduction of inappropriate behaviors.

COMMUNITY BASED HABILITATION: Services provided outside of the home that support learning and assistance in the areas of: self-care, sensory/motor development, socialization, daily living skills, communication, community living, and social skills. Community based activities are intended to build relationships and natural supports. This service can be provided on an individual basis or in a group setting.

EXTENDED SERVICES: Extended Services are ongoing employment support services which enable an individual to maintain integrated competitive employment in a community setting. Individuals must be employed in a community-based, competitive job that pays at or above minimum wage in order to access this service.

FACILITY BASED HABILITATION: Services provided outside of the home in an approved facility that support learning and assistance in the areas of self-care, sensory/motor development, socialization, daily living skills, communication, community living, and social skills. This service can be provided on an individual basis or in a group setting.



MUSIC THERAPY: Services provided for the systematic application of music in the treatment of the physiological and psychosocial aspects of an individual's disability, and focusing on the acquisition of nonmusical skills and behaviors.

PARTICIPANT ASSISTANCE AND CARE: Staffing and personal assistance in the home.

PREVOCATIONAL SERVICES: Services that prepare a participant for paid or unpaid employment. Includes teaching concepts such as compliance, attendance, task completion, problem solving and safety. Services are not job-task oriented, but instead, aimed at generalized result.

RECREATIONAL THERAPY: Services consisting of a medically approved recreational program to: restore, remediate, or rehabilitate an individual in order to improve the individual's functioning and independence; and, to reduce or eliminate the effects of an individual's disability.

RESPIRE: Services furnished on a short-term basis in order to provide temporary relief to those unpaid persons normally providing care. Respite Care can be provided in the participant's home or place of residence, in the respite caregiver's home, in a camp setting, in a DDRS approved day habilitation facility, or in a non-private residential setting (such as a respite home).



TRANSPORTATION: Services that enable waiver participants to gain access to non-medical community services and resources, maintain or improve their mobility within the community, increase independence and community participation and prevent institutionalization.

COMMUNITY INTEGRATION AND HABILITATION WAIVER (CIH)

This waiver was created to assist those FSW participants who experience emergencies for which that waiver does not provide sufficient supports. Situations that might constitute an emergency include: loss of primary caregiver, caregivers over the age of 80, evidence of abuse or neglect in the current institutional or home placement, and an extraordinary health and safety risk. Services available through the CIH include every service available through the FSW except Participant Assistance and Care, which is only available through FSW. The following additional service is available only through the CIH waiver. For a full list of services available, please visit our website (www.gotoipmg.com).

RESIDENTIAL HABILITATION AND SUPPORT: Services that provide up to a full day (24-hours) of services and/or supports which are designed to ensure the health, safety and welfare of the participant, and assist in the acquisition, improvement, and retention of skills needed to support participants to live successfully in their homes.



Applying for Waiver Services

I want to receive waiver services. How do I get started?

- Contact your local Bureau of Developmental Disabilities Services (BDDS) office to request an application packet. Contact information is provided on page 8 of this booklet.
- Complete and return the packet and all documents requested to your local BDDS office.

I have turned in my application. Now what happens?

- An Intake Specialist from your local BDDS office will contact you to complete the assessment for a preliminary Level of Care (LOC), using the information and documents you provide. This part of the process determines Developmental Disability (DD) eligibility and preliminary LOC.

I meet level of care requirements. What is next?

- After the application process is complete and LOC is determined, you will be placed on the waiting list for waiver services.
- While you are waiting for an open slot, you may:
 - Utilize Medicaid State Plan Services, if eligible
 - Apply for caregiver supports (respite), as they are available
 - Apply for Supplemental Security Insurance (SSI)
 - Use Natural supports for help (e.g., family members, church, neighbors, co-workers and friends)
 - Utilize the other resources, such as the Department of Education (if under age 22), the Indiana Centers for Independent Living Services, and the Aging and Disability Resource Centers
- Contact your local BDDS office immediately if there are any changes in an address or telephone number and annually to ensure they have the correct and most current contact information.

Check the BDDS Waiting List Web Portal at <http://www.in.gov/fssa/ddrs/4328.htm>. The Portal
- allows individuals or their guardians to review the waiver application dates the BDDS office has on record and correct any inaccurate contact information that may be listed.

When will I begin waiver services?

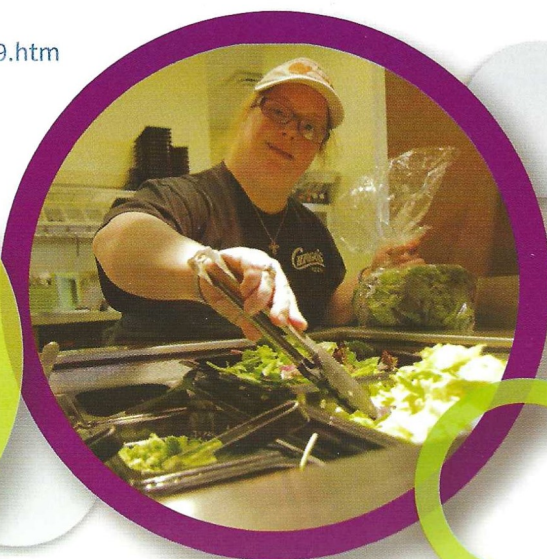
- DDRS will mail you a targeting letter when a waiver slot is available.
- Once you have confirmed that you still want to receive waiver services, an Intake Specialist will contact you and complete a current LOC. If you do not currently meet LOC, you will not be able to utilize the available waiver slot.
- If Medicaid eligibility was previously denied, you will need to take your targeting letter to your local Division of Family Resources (DFR) to reapply. <http://www.in.gov/fssa/dfr/2999.htm>

My child will be graduating from high school. How long is the wait for services?

Eligible individuals age 18 through age 24 who have aged out of, graduated from, or have permanently separated from their school setting may be able to enter waiver services upon that separation if funded slots are available. Once the priority waiver slots reserved for individuals in this category are filled, qualifying individuals will be placed on the waiting list. They will then be tracked based on their need for a priority waiver slot and offered a waiver slot when:

- A newly available priority waiver slot for which they qualify becomes available; or
- A non-priority waiver slot using the first come, first served criteria for waiver enrollment (date placed on the waiting list) becomes available and the applicant is the first person on the waiting list.

Information obtained from FSSA website: <http://www.in.gov/fssa/ddrs/2639.htm>



BDDS District Offices

The Bureau of Developmental Disabilities Services (BDDS) is a program of the Division of Disability & Rehabilitative Services (DDRS), a division of the Indiana Family & Social Services Administration (FSSA).

District 1

110 W. Ridge Road
Gary, IN 46408-2709
Phone: 219-981-5313
Toll Free: 1-877-218-3053
Toll Free Fax: 1-855-455-4265
Counties: Jasper, Lake, Newton, Porter, Pulaski & Starke

District 2

100 W. South Street, Suite 100
South Bend, IN 46601-2435
Phone: 574-232-1412
Toll Free: 1-877-218-3059
Toll Free Fax: 1-855-455-4266
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 46806-1756
Phone: 260-423-2571
Toll Free: 1-877-218-3061
Toll Free Fax: 1-855-525-9370
Counties: Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wells & Whitley

District 4

30 N. 8th Street, P.O. Box 10217
Terre Haute, IN 47802-0217
Phone: 812-232-3603
Toll Free: 1-877-218-3096
Toll Free Fax: 1-855-525-9374
Counties: Benton, Carroll, Clay, Clinton, Fountain, Monroe, Montgomery, Owen, Parke, Putman, Sullivan, Tippecanoe, Vermillion, Vigo, Warren & White

District 5

2620 Kessler Blvd. E. Dr., Suite 105
Indianapolis, IN 46220-2890
Phone: 317-205-0101
Toll Free: 1-877-218-3530
Toll Free Fax: 1-855-525-9373
Counties: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan & Shelby

District 6

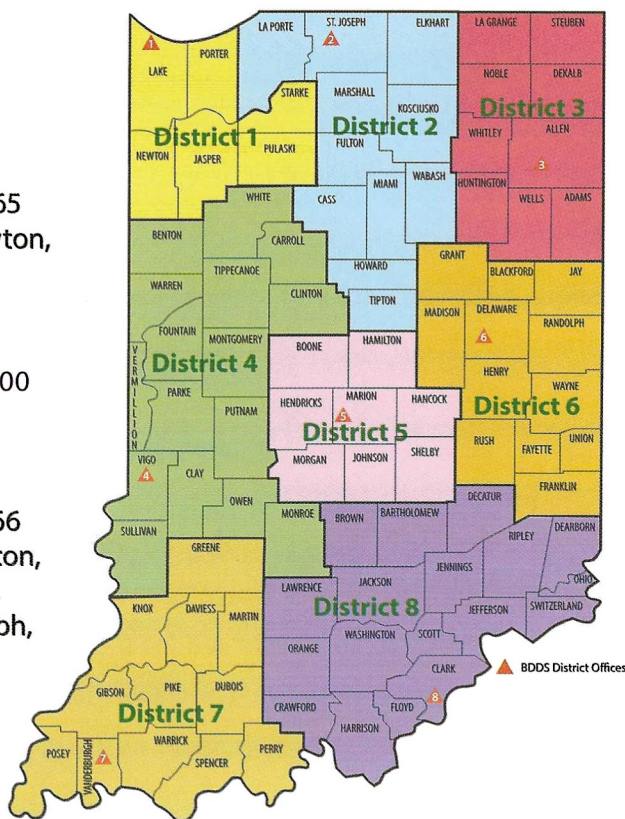
201 E. Charles Street, Suite 130
Muncie, IN 47305-2434
Phone: 765-288-6516
Toll Free: 1-877-218-3531
Toll Free Fax: 1-855-525-9372
Counties: Blackford, Delaware, Fayette, Franklin, Grant, Henry, Jay, Madison, Randolph, Rush, Union & Wayne

District 7

700 E. Walnut Street
Evansville, IN 47713-2561
Phone: 812-423-8449
Toll Free: 1-877-218-3528
Toll Free Fax: 1-855-525-9375
Counties: Daviess, Dubois, Gibson, Greene, Knox, Martin, Perry, Pike, Posey, Spencer, Vanderburgh & Warrick

District 8

1452 Vaxter Avenue
Clarksville, IN 47129-7721
Phone: 812-283-1040
Toll Free: 1-877-218-3529
Toll Free Fax: 1-855-525-9376
Counties: Bartholomew, Brown, Clark, Crawford, Dearborn, Decatur, Floyd, Harrison, Jackson, Jefferson, Jennings, Lawrence, Ohio, Orange, Ripley Scott, Switzerland & Washington.



www.ddrs.IN.gov
1-800-545-7763

What Happens Next?

Choosing a Case Management Company

After you receive your targeting letter from BDDS, you will receive a list of Case Management companies (CMCOs) in your area from which to choose. We recommend that you call and interview CMCOs prior to making a decision. Here are some questions to ask as you interview CMCOs:

- What experience does your company have in providing case management services?
- If I have an emergency requiring case management assistance, can I contact your company 24 hours a day?
- What kind of training does your company provide to Case Managers?
- What type of supervision and support does your company provide to Case Managers?
- Do you have Case Managers who live and work in my community?
- Can I choose the Case Manager with whom I want to work? Can I change my mind?
- Why is your company the best one for me?

The Person-Centered Planning Process

At your first meeting with IPMG, you will engage in a Person-Centered Planning process that will help to identify the strengths, preferences, needs and desired outcomes of the individuals we serve. What is important to and important for you is at the core of this process, and your self-identified outcomes drive all that we do on your behalf. The Person-Centered Planning process also ensures that you are accorded the respect that you deserve and given the tools to make progress toward the life you would like to create.

Decisions You Will Make

We will educate you about the waiver program and about available waiver services, especially those that would support the outcomes you have defined for yourself. You can make decisions about the types and amounts of services you would like to utilize. We will assist you with any guidelines inherent in the waiver program. We will also create with you an individualized support plan that the waiver service providers will use as a guide when training their staff to work with you.

Your Waiver Budget

Once your plans have been designed, we will create a Cost Comparison Budget (CCB) that is driven by the Person-Centered Planning process and includes a request for the waiver services you have selected. While that is being reviewed by the Division of Disability and Rehabilitative Services (DDRS), you will have the opportunity to choose a permanent Case Manager as well as the service providers with whom you would like to work. When the CCB is approved and confirmed, the service providers will be notified and your waiver services will start.

Success Stories



Meet Joe B., Dinosaur Expert!

Joe fell in love with dinosaurs the first time he saw Barney on TV. He was 4 years old. Now, in his twenties, Joe is a dinosaur expert. He utilized his waiver services for support to secure a job in the Paleo Prep Lab in the Indianapolis Children's Museum's Dinosphere, where he dons a lab coat and goggles and becomes an amateur paleontologist. He uses actual paleontology tools to help clean dinosaur bones, and answers visitors' questions. Joe says it's "The most fun thing I've ever done."



Meet Jeff S., Outstanding Advocate!

When Jeff was six months old, the doctor told Jeff's parents that Jeff would never talk, walk, or go to "normal" school. The doctor told Jeff's parents to put him in an institution. Fortunately, they did not. With therapy, determination and perseverance, Jeff graduated from high school and earned an associate degree in Business Management from Ivy Tech. Since 2008, Jeff has been an advocate and a leader of numerous projects to improve the quality of life of persons with disabilities.



Meet Tempestt L., Gold Medalist!

Tempestt Lancaster plays on the St. Joseph County Flyers 3-on-3 basketball team. In 2015, her first year being active in sports, her team won the First Place Gold Medal at the Special Olympics State Women's Basketball Tournament at DePauw University in Greencastle, Indiana. Tempestt's great success in her first year of sports, which included making friends in her community, has inspired her to continue on to Track and Field!

References

"I am glad I chose IPMG."

"I would like to express my appreciation for the outstanding services provided by IPMG. Their expert Case Managers specialize in making sure the necessary services are being provided to the individuals with disabilities they serve. I am impressed with the professional staff that will help with decisions and answer any questions you may have. Their genuine care and concern is followed up with quarterly meetings and updates on any new information. I am glad I chose IPMG and for the confidence I have in them." -Beverly S.

"IPMG does a good job."

"IPMG does a good job of keeping everything coordinated for me as a parent in a sometimes very difficult system to maneuver through. Abigail has been very easy to communicate with and does a very good job of keeping up with things that are needed to keep my son's services ongoing." -Linda P.

"I can tell they enjoy what they do and care about the people they are serving."

"I am confident I made the right decision to choose IPMG because everyone I have encountered with IPMG is not 'just doing their job.' I can tell they enjoy what they do and care about the people they are serving. IPMG is able to answer questions I have and not get frustrated when I might ask it again because I forgot the answer." -Cheryl E.

"We love working with our Case Manager."

"Katie is very personable, has compassion, is very understanding and relates to me and my son. Katie really seems to understand our situation, is not all business and does not treat us like just another client. If we ever have a question that Katie doesn't know the answer to, Katie will always find out the answer and get back to us quickly. We love working with her." -Linda B.

"Our Case Manager won't hesitate to go the extra mile."

"I have had the pleasure of getting to know Kristy this past year. Kristy has done an excellent job of not only fulfilling her role as a case manager, but also representing IPMG in a positive light. She is flexible and won't hesitate to go the extra mile for her clients. She has been very instrumental in using her refined interpersonal skills to create strong relationships between team members." -Lauren B.

Need More Information?

Visit us online at www.gotoipmg.com.



24-Hour Availability

IPMG's Customer Service Line:

866-672-4764

Obtain assistance and answers to your questions by calling our Customer Service Line. Our representatives are available from 8:00 a.m. to 4:30 p.m. Eastern Time, Monday through Friday. You may also email a representative at customerservice@gotoipmg.com.

After Hours Crisis Line:

800-878-9133

If you need crisis case management intervention on the weekend, evenings or holidays, call our Crisis Line for immediate assistance.



Corporate Office:

1305 Cumberland Ave, Suite 110
West Lafayette, IN 47906

CARF accreditation demonstrates that IPMG is guided by internationally recognized service standards and best practices, and puts the needs of the individuals we serve at the center of everything we do.



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