Tips to Promote Working Partnerships Between Families and Medicaid Case Managers

Date: ____________________
Client: ____________________
Type of Waiver: ____________________
Current Plan/Renewal Date: ____________________

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<tr>
<th>Case Manager Information</th>
<th>Family/Guardian Information</th>
<th>Service Provider Information</th>
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<tr>
<td>Name: ____________________</td>
<td>Name(s) of Family Members:</td>
<td>Agency Name: ____________________</td>
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For more information, contact:
Family and Individual Resource and Support Team (FIRST)
2853 East Tenth Street
Bloomington, IN  47408-2696
ATTN: Sharon Hauss
e-mail: sahauss@indiana.edu
Phone: (812) 855-6508
TTY: (812) 855-9396
Fax: (812) 855-9630
Web and Events Calendar: www.iidc.indiana.edu

These materials are available in alternative formats upon request.
Communicating with the Case Manager...

Positive communication with Case Managers is important and I can do this by:

- Listening to the Case Manager with respect and an open mind, even if I do not agree.
- Participating and sharing during discussions.
- Being honest.
- Asking honest questions when I do not understand.
- Reading all correspondence from FSSA, Case Managers and the Service Provider.
- Establishing a method for ongoing communication.
- Providing positive feedback; and expressing my concerns in a timely manner.

Things I can do to help the Case Manager...

- Participate in all meetings.
- Share information that is pertinent about myself and/or my family.
- Participate in developing the ISP’s and PCD’s.
- Monitor my (son's/daughter's) progress and overall well being.

If you are getting ready to interview/hire a Case Manager for yourself or your son/daughter, or if you need to switch Case Managers, here are some questions to consider asking a “potential” Case Manager during the interview process...

- Why did you decide to become a Case Manager?
- How long have you been a Case Manager?
- How many people are on your case load?
- What does a good Case Manager do?
- Do you live in this area? How big is your territory?
- How do you communicate with families and your clients?
- How do you communicate with service providers?
- What connections do you have in our community that might benefit us?

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**Family Tips Checklist**

- How often do you contact your clients/families?
- What is the best way to contact you?
- What if you are on vacation and there is an emergency?
- How will you get to know me and my family members?

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**Case Manager Tips Checklist**

**I will work on my responsibilities by...**

- Monitoring my client’s well being.
- Advocating for my client to improve quality of life.
- Keeping my client and their families informed.
- Filling out reports to the best of my ability.
- Filing requests and reports on time.
- Maintaining a professional demeanor.
- Keeping information about my client confidential.
- Networking and developing community resources.
- Let my client and/or families know they can request a new case manager, if they would like.

**I can work on communications with my clients and their families by...**

- Knowing the person and family members by name. Conveying the belief that the family/guardians are an important part of the team.
- Establishing a method for ongoing communication.
- Listening to my clients, families/guardians with respect and an open mind, even if I do not agree.
- Participating in discussions and sharing relevant information, while keeping in mind confidentiality of information.
- Being honest, if I do not know it is okay (I can find out and report back).
- Asking for clarification.
- Responding to requests in a timely manner.
- Being sensitive to the cultural diversity of the individual and family.
- Providing information in a format understandable to my clients, their families and/or guardians.

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**Resources**

- IPMG Corporate Office/Powerful Parents and Consumers Liaison
  8585 Broadway
  Suite 860
  Merrillville, IN 46410
  Phone: (866) 672-4764
  Fax: (219) 738-9947

- The Arc of Indiana
  107 N. Pennsylvania St., Suite 800
  Indianapolis, IN 46204
  Phone: (317) 977-2375
  Phone (Toll Free): (800) 382-9100
  Fax: (317) 977-2385
  Email: thearc@arcind.org
  Web: www.arcind.org

- Governor's Council for People with Disabilities
  150 West Market Street, Suite 628
  Indianapolis, IN 46204
  Phone: (317) 232-7770
  Fax: (317) 233-3712
  Email: GPCPD@gpcpd.org
  Web: www.gpcpd.org

- Indiana Institute on Disability and Community
  2853 East Tenth Street
  Bloomington, IN 47408
  Phone: (812) 855-6508
  Indiana only: (800) 825-4733
  Fax: (812) 855-9630
  Email: sahauss@indiana.edu
  Web: www.iidc.indiana.edu

- Indiana Protection and Advocacy Services (IPAS)
  4701 N. Keystone Ave., Suite 222
  Indianapolis, IN 46205
  TTY: (800) 838-1131
  Web: www.in.gov/ipas/index.htm

- The Bureau of Developmental Disabilities Services (BDDS) is a part of the State of Indiana’s Division of Disability and Rehabilitative Services within the Family and Social Services Administration. For more information about BDDS and to find a BDDS office near you, please visit: www.in.gov/fssa/files/BDDSDistrictOfficesmap20090618.pdf.