

WHAT IS CASE MANAGEMENT?

Case Management is a service provided to Choices for Care participants residing in the Home-based or Enhanced Residential Care setting. Case Managers will help you apply for Choices for Care, and make sure you get all the services you need. You must choose a Case Management Agency in order to receive Choices for Care services in the Home-Based or Enhanced Residential Care setting.



WHAT AGENCIES PROVIDE CASE MANAGEMENT FOR MEDICAID WAIVER?

You have the choice of **two** types of Case Management Agencies in your area:

- **Local Agency on Aging**
- **Local Home Health Agency**

Note: By choosing a case management agency, you will not automatically lose services you are eligible for from other agencies. In addition, you may request to change case management agencies at any time.

WHAT DOES A CASE MANAGER DO?

A Case Manager **listens** to you and helps you plan Choices for Care and other services.

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A Case Manager provides **choices** and helps you decide what you **need**.

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A Case Manager helps you complete all necessary **paperwork** related to your services.

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A Case Manager **keeps track** of your services and **changes** in your situation on a regular basis.

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A Case Manager helps you develop **new plans** based on whether you need more or less help

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A Case Manager **respects** your **privacy** by keeping personal information confidential, unless you give them permission to share this information with others.

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A Case Manager helps you remain at home and be as **independent** as possible.

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A Case Manager is required by law to **report abuse, neglect or exploitation** to the State Adult Protective Services at **1-800-564-1612**

The Case Management Agencies in your area are:

Agency on Aging: _____

Home Health Agency: _____



You have chosen the following Case Manager/Case Management Agency:

Name: _____

Agency: _____

Address: _____

Phone: _____

Please call your Case Manager if you need help, or if you have questions about your services.

VERMONT CHOICES FOR CARE

(Home Based and Enhanced Residential Care)



HOW TO CHOOSE A CASE MANAGER



Vermont Department of Disabilities, Aging, and Independent Living
Agency of Human Services
103 So. Main Street
Waterbury, VT 05671-1601
(802) 241-1228

*This document is available in alternate format upon request.
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