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Division of Disability and Rehabilitative Services
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Meeting Requirement Guidance for case managers and providers

A reminder, on Nov. 11, 2023, all flexibilities related to the Public Health Emergency are ending. The Bureau of Disabilities Services is issuing the following guidance around the provision of case management, the meetings required by the case management service definition in the BDS approved waivers, and the participation of all members of the individual support team meetings effective November 11, 2023.

**Virtual meeting means any technology that allows for private, secure, real-time interactive communication between the individual and provider(s) in a video and audio format.*

Face to Face Interactions

Quarterly meetings are in place to ensure interaction at least every 90 calendar days in the required time frame and within the allowable 15-day grace period. Face-to-face visits allow the individual, parent(s) of minor children, and legal representatives, as applicable, and their case manager to engage in an informal conversation that helps to develop their relationship and further develop support.

Meeting Requirements

- Individuals, parents of minor children, and legal representatives, as applicable, must be present for quarterly meetings. Meeting without the individual present regardless of the reason may not be documented as a quarterly meeting.
- When a case manager is on leave, the supervisor or covering case manager will complete required quarterly meetings timely.
- Case managers must be present in-person for all quarterly meetings.
- In person meetings may be held in the home or in a place in the community of the individual's choosing.
- A minimum of one in person meeting in the home each year is required.
- Case managers are required to invite everyone, including waiver providers, when requested by the individual, parents of minor children, and legal representatives, as applicable to all meetings.
 - While it is not required for providers to attend quarterly meetings the individual, parents of minor children, or legal representatives, as applicable, may choose and request to have providers and others at their quarterly meetings (e.g. family, friends, VR



providers and staff, ABA providers, teachers, community mental health center (CMHC) staff, etc.).

- Case managers must make the individual, parents of minor children, and legal representatives, as applicable, aware of the option for participants when scheduling quarterly meetings.
- Meeting in service settings is strongly discouraged.

Individualized Support Team Meetings

- Individualized Support Teams should meet at minimum at the semi-annual meeting and the annual planning meeting.
- Individualized Support Team members should be invited to quarterly meetings when requested by the individual, parent(s) of a minor child, or legal representative, as applicable.
- With the exception of the case manager and individual, parents of minor children, and legal representative, as applicable, IST members may attend semi-annual meeting virtually when the individual, parents of a minor child, or legal representative, as applicable, requests or is in agreement.
 - Virtual meetings must include the ability to see the person via a private, secure tool such as Teams, Zoom, Webex, or another private, secure virtual tool. A telephone call does not meet this standard.
 - IST members who require a virtual option should make the case manager know at least 72 hours in advance of the scheduled meeting and provide the necessary information for an invitation to be sent.
 - IST members who require a virtual option must communicate and collaborate with the case manager to secure the necessary technology necessary for the IST member to attend virtually.
- The annual meeting should include all members of the IST in person.

Ad hoc Meetings

There may be times when members of an IST must convene outside of regularly scheduled meetings. These meetings may include emergency situations or situations that require a time for the IST to convene outside of the regularly scheduled meeting. These may be conducted virtually by all IST members, including the case manager, individual, parents of minor children, or legal representative, as applicable, to meet the immediate needs of the individual.

Pre-Transition Meetings

The case manager shall schedule a pre-transition meeting to facilitate person-centered transition planning with the current IST and the selected residential provider. A robust meeting includes the individual, their legal representative, if applicable, and anyone who is important to the individual that they want to include. The IST is not only comprised of waiver providers but may include other supports such as friends, family members, school personnel, and other paid or non-paid supports.

These meetings may be conducted virtually by all IST members, including the case manager, individual, parents of minor children, or legal representative, as applicable. **This does NOT replace the case managers responsibility to go to the home in person to complete the EIC and pre-transition checklist.**

Short-Term & Long-Term Budget Request

Any meetings that are solely for the purpose of processes related to the submission of a STBR or LTBR may be conducted virtually by all IST members, including the case manager, individual, parents of minor children, or legal representative, as applicable. This does not replace the requirements for in-person face to face interactions every 90 days by the case manager or the substitute as a semi-annual or annual IST meeting.

Out of State Home and Community-Based Services

Providers and case managers are responsible for and required to follow the [Reimbursement of Out of State Home and Community-Based Waiver Services](#) policy when an individual meets the criteria and is receiving services outside of Indiana.

Unannounced Visits

The required unannounced visit for individuals residing in a Provider Owned or Controlled Setting must be in person at least once every 365 days and may not be held on the same day another meeting is held.

The allowance of virtual visits in these limited circumstances is not a requirement but an accommodation to allow individuals, family members, case managers, service providers, and other IST members the flexibility to meet the needs of the individual. The individual and guardian, if applicable, must be agreeable and have access to participate virtually if the virtual option is utilized.

For questions, please contact BDS.Help@fssa.in.gov