



## 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?