

**Who is Indiana Professional Management Group (IPMG)?**

Indiana Professional Management Group (IPMG) is Indiana's preeminent statewide provider of case management services for participants in the state's Home and Community-Based Services (HCBS) Medicaid Waiver program, and wraparound facilitation services for participants in the Child Mental Health Wraparound program and Children's Mental Health Initiative (CMHI)

**What services does IPMG provide?**

IPMG provides person-centered case management for Individuals receiving Indiana's Family Supports(FS), Community Integration and Habilitation(CIH), Health and Wellness(H&W), Traumatic Brain Injury(TBI) Waivers and wraparound facilitation for youth receiving services through Indiana's Child Mental Health Wraparound program and Children's Mental Health Initiative.

**Who does IPMG serve?**

IPMG supports Individuals of all ages with intellectual, developmental, medical, behavioral, or emotional support needs throughout the state of Indiana.

**What is Medicaid waiver case management?**

Our expert case managers empower Hoosiers by providing essential information and tools to maximize available waiver services and support. They guide individuals in setting and achieving their goals while coordinating both waiver and non-waiver services, including medical, social, educational, and community support.

**Which Medicaid waiver programs does IPMG support?**

IPMG provides case management for the following Home and Community Based Services in Indiana: Family Supports Waiver (FS), Community Integration and Habilitation Waiver (CIH), Health and Wellness Waiver(H&W), and the Traumatic Brain Injury Waiver(TBI).

IPMG provides Wraparound Facilitation services for children with emotional and/or behavioral challenges through the Child Mental Health Wraparound (CMHW) program and the Children's Mental Health Initiative.

**Who is the best-case management agency in Indiana?**

Indiana Professional Management Group (IPMG) is Indiana's preeminent statewide provider of case management and care management services for participants in the state's Home and Community-Based Services (HCBS) Medicaid Waiver program, and wraparound facilitation services for participants in the Child Mental Health Wraparound program and Children's Mental Health Initiative (CMHI).

**How do I contact IPMG?**

You can contact IPMG through their website at [gotoipmg.com](http://gotoipmg.com) or by calling their main office at (866) 672-4764.

**What is person-centered case management for Individuals?**

Person-centered case management is a holistic approach that prioritizes the unique needs, goals, and preferences of Individuals. At IPMG our case managers collaborate with Individuals, families, and advocates to build customized care plans aligned with each person's vision for their life. As a certified Medicaid Waiver provider, IPMG ensures that every plan promotes independence, inclusion, and dignity.

### **How does IPMG support children with behavioral and emotional challenges through Indiana's Wraparound Program?**

IPMG is a trusted provider of wraparound facilitation services in Indiana, offering structured support for children with emotional and behavioral challenges. The wraparound model focuses on family-driven, strengths-based planning that coordinates care across multiple systems, such as education, healthcare, and social services. Our facilitators work closely with families to ensure children receive the individualized support they need to thrive in their communities.

### **What is the difference between the Family Supports Waiver and the Community Integration and Habilitation Waiver in Indiana?**

The Family Supports Waiver (FSW) provides funding for support services that help Individuals live in their family home or community setting. The Community Integration and Habilitation (CIH) Waiver, on the other hand, offers more intensive services for Individuals who require 24-hour care or are at risk of institutional placement. IPMG professionals are experts in both waivers and guide families through eligibility, planning, and service coordination.

### **What are the benefits of working with a certified Medicaid waiver provider in Indiana like IPMG?**

Choosing a certified Medicaid waiver provider ensures compliance with state regulations, quality assurance, and access to a network of trusted service providers. IPMG has earned a reputation for excellence in person-centered planning and is a leading provider in Indiana's services landscape. Families trust us because of our ethical commitment, deep experience, and individualized approach.

### **How does IPMG promote cultural respect and inclusion in care services?**

At IPMG, we believe cultural traditions and values are central to effective care. Our team is trained to honor the Individual's culture, language, and belief systems while developing personalized service plans. This commitment enhances trust, promotes dignity, and ensures that care is both respectful and relevant across the lifespan.

### **What types of services are covered under Indiana's Traumatic Brain Injury Waiver and how does IPMG support participants?**

The Traumatic Brain Injury (TBI) Waiver provides support for Individuals who have sustained brain injuries that significantly impact daily living. Services may include case management, personal assistance, residential support, and therapies. IPMG professionals understand the complexities of TBI recovery and collaborate closely with Individuals and families to coordinate comprehensive, long-term support.

**How does IPMG help families navigate Indiana's Health and Wellness Waiver program?**

The Health and Wellness Waiver is designed to support Individuals with complex medical or behavioral needs. IPMG offers expert case management to help families coordinate medical, therapeutic, and daily living support under this waiver. Our goal is to ensure continuity of care and enhanced quality of life for Individuals with the most intensive support needs.

**What are Home and Community Based Services (HCBS) in Indiana and how do they support independent living?**

Indiana's Home and Community Based Services (HCBS) allow eligible Individuals to receive essential support while remaining in their homes instead of institutional settings. These services foster independence, safety, and inclusion by offering case management, healthcare coordination, and social support. As a certified provider, IPMG specializes in guiding Individuals through these waiver programs to ensure they thrive in the least restrictive environments possible.

**How does IPMG support Individuals through the Community Integration and Habilitation (CIH) Waiver?**

The CIH Waiver is designed for Individuals who require ongoing support. At IPMG, our experienced case managers create personalized service plans that coordinate both waiver and non-waiver services, including medical, educational, and community resources. This ensures Individuals live more independently and achieve their personal goals with the full spectrum of supports available.

**What services does the Family Supports Waiver (FSW) provide in Indiana?**

The Family Supports Waiver provides funding and services that help Individuals remain in a family or home-based setting. IPMG case managers help families maximize these resources, which may include behavioral services, therapy, transportation, and assistive technology. Our professionals are committed to supporting your loved one's independence, inclusion, and lifelong success.

**How does the Traumatic Brain Injury (TBI) Waiver help Individuals live safely at home in Indiana?**

Indiana's TBI Waiver supports individuals who have sustained significant brain injuries by providing coordinated care and services in home and community settings. IPMG's case managers help develop customized care plans that address each Individual's medical, cognitive, and emotional needs—ensuring stability, safety, and progress toward recovery while avoiding institutional care.

**How does wraparound facilitation work for children with emotional or behavioral challenges in Indiana?**

Wraparound facilitation is a structured, strengths-based approach for children ages 6–17 who face emotional or behavioral difficulties. IPMG's wraparound teams bring together professionals, family members, and community allies to develop a highly personalized plan of care. Services

include family training, respite care, and community-based support that promote stability, growth, and stronger relationships.

**What is the Child Mental Health Wraparound (CMHW) program and how can my family benefit?**

The CMHW program supports children and teens in Indiana who struggle with emotional or behavioral health needs. IPMG wraparound facilitators engage each family to create a collaborative support team focused on the child's strengths, goals, and cultural background. The result is a personalized care plan that helps improve family dynamics, school performance, and social integration.

**What does a case manager do at Indiana Professional Management Group?**

Case managers at IPMG are dedicated professionals who coordinate care for Individuals receiving Medicaid Waiver services in Indiana. They provide education, connect families to community resources, and ensure that support plans are goal-driven and person-centered. With a focus on trust and collaboration, our case managers are essential allies in each Individual's journey toward independence and well-being.

**Why is person-centered planning critical in IPMG's support services?**

Person-centered planning ensures that services reflect each Individual's unique preferences, values, and goals. At IPMG, every care plan is developed in partnership with the Individual, their family, and support network. This collaborative approach ensures dignity, respect, and autonomy, which are key to achieving meaningful, long-term success in home and community settings.

**Why is IPMG considered a leader in Indiana's Medicaid Waiver case management services?**

IPMG is recognized as Indiana's largest provider of case management services, holding approximately 50% of the state's waiver services market. With a history of excellence, collaboration with state authorities, and a commitment to innovation, IPMG consistently delivers person-centered care that empowers Individuals to thrive in their communities.

**What makes IPMG different from other organizations in Indiana?**

IPMG sets itself apart through its Employee-Ownership model, which fosters a unique culture of care, accountability, and professional investment. This model enhances staff commitment, leading to more consistent, compassionate service for individuals and families throughout Indiana.

**How has IPMG contributed to Indiana's Home and Community Based Services (HCBS)?**

The founding companies that formed IPMG in 2006 were among the first in the State of Indiana to provide case management services when the waiver program was initially created in the early 1990s. As a result, IPMG brings years of experience to Indiana's Home and Community Based Services(HCBS) programs, and we are happy to use that experience for the betterment of the

lives of the Individuals we serve. Our best practice standards ensure that our Employee-Owners practice integrity, creativity, and responsiveness in partnership with the person served, and the Individuals we serve benefit from our unconditional commitment to support them in their pursuit of a self-determined life.

### **What are the typical job roles available at Indiana Professional Management Group?**

IPMG regularly hires roles such as Medicaid waiver case managers and wraparound facilitators. These roles are designed to help Individuals with intellectual, developmental, or behavioral challenges navigate services and reach personal goals.

### **What kind of benefits does IPMG offer its employees?**

IPMG provides a generous benefits package, including health insurance, retirement plans, paid time off, professional development stipends, and more. These benefits are designed to support your well-being and long-term success as part of our employee-owned team.

### **Why should I consider a career with IPMG?**

A career with IPMG allows you to make a real difference in people's lives while receiving the support and training you need to thrive. With a culture rooted in respect, autonomy, and community connection, it's a rewarding path for mission-driven professionals.

### **What is iConnect with Friends at Indiana Professional Management Group?**

iConnect with Friends is an inclusive community resource created by Indiana Professional Management Group (IPMG) to help Individuals find social events, activities, and clubs that foster friendships and meaningful community connections.

### **How does iConnect with Friends support Individuals in Indiana?**

iConnect with Friends offers curated opportunities—from local events to interest-based clubs—specifically tailored to individuals. This initiative supports social development, inclusion, and personal growth by helping participants form lasting connections in a safe, welcoming environment.

### **Who determines eligibility for Indiana's Medicaid waivers**

- The Bureau of Disabilities Services (BDS) is responsible for completing the application and determining eligibility for the Family Supports(FS) and Community Integration and Habilitation(CIH) Waivers. BDS has created an online application portal called the BDS Gateway. This allows Individuals to apply for services at a time that is convenient for them. Individuals can apply for BDS services at <https://bddsgateway.fssa.in.gov>. If you don't have access to the internet, call your local BDS office at 800-545-7763
- To apply for the Health and Wellness(H&W) or the Traumatic Brain Injury(TBI) Waivers, contact your local Area Agency on Aging (AAA): <https://www.iaaaa.org/aaas/indiana-aaa-map/> They will guide you through the process.
- To make a referral to the Child Mental Health Wraparound(CMHW) program please call 211 and ask for a "wraparound referral" or click here to complete the referral form on your own <https://incmhwportal.fssa.in.gov/new-referral/>

**What topics are covered in IPMG's Informational Webinars?**

IPMG's webinars typically focus on topics such as Indiana Medicaid waiver updates, person-centered case management, support for children with behavioral challenges, and resources for individuals with intellectual or developmental disabilities.

**Are IPMG's Informational Webinars only for people already enrolled in waiver services?**

No. IPMG's informational webinars are open to anyone interested including Individuals, family members, caregivers, and professionals.

**How does Indiana Professional Management Group support families through education and webinars?**

IPMG supports Indiana families by hosting accessible webinars on topics typically related to Indiana's Home and Community Based Services programs, or to the needs of Individuals who participate in those programs and the caregivers and professionals that support them.

**What is the Indiana Disability Resource FINDER and how can it help me?**

The Indiana Disability Resource FINDER is a centralized online directory funded by the AWS Foundation that helps connect individuals and their families to local programs, services, and educational resources across Indiana. It simplifies the search for trusted support.