What is Case Management and What Does a Case Manager Do?

Case Management is an activity provided by Family and Community Services that assists families to navigate the complex Medicaid systems to access necessary care and services appropriate to the needs of your child. Case Management uses person and family centered practice principles that focus on people and their needs by putting them in charge of defining the direction for their lives, not on the systems that may or may not be available to serve them.

What Can a Case Manager Assist with?

- Empowering self-advocacy in community and school

- Transition to adult services

- Develop and manage a support service plan

- Link to personal care services

- Provide your youth assistance and resources for job development

- Dual case management for assistance with YES and Behavioral Health Services

- Coordinate and communicate with all service providers (School, DDA, PT/ST/OT, Behavioral Health Agencies, Vocational Rehabilitation, Adult services)

- Facilitate family centered planning meeting

- Monitor services monthly

- Crisis assistance and referral

- Provide information on transportation

- Assist to find provider for your child when applicable

- Knowledge/referral of DHW services and programs

- Refer and connect you to resources in your community

Who Can Receive Case Management?

1. Children who are new to services for assistance to complete the application process to access Medicaid and connect to services.

2. Children eligible for 1915i Support Services and receiving services through the traditional pathway automatically receive case management as part of the services provided.

3. Children who need additional assistance through the Family Directed Program or who are receiving children's habilitation intervention services through the State Plan.

If you would like assistance, please contact a supervisor in your area

Eastern Idaho - Heidi Napier (208) 234-7945

Northern Idaho – Katie Rigoli (208) 665-8975

Western Idaho - Sarah Allen (208) 334-0970

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