

## “IS THIS CASE MANAGER RIGHT FOR ME?”



You have options for case management: you may choose to have a case manager from a provider agency or you may “self direct.” Self-direct means that you do the case management yourself.

You are unique. No one else is in the same situation as you. It is important to make sure that your case manager is the right one for you. In order to do that, you should know what to expect from your case manager and traits to look for in a case manager.

### **Case Manager Responsibilities:**

The case manager’s primary job is to find out what you need and help you access necessary services or resources. The following is a list of some things that you might expect a case manager to do:

- Finds out what you need (assess)
- Develops a service coordination plan that meets your needs
- Helps you develop an emergency backup plan (when you need it)
- Refers and connects you with services, agencies, or community resources
- Makes home visits and calls to check on your medical condition and homemaker services

- Takes action to make sure you know your rights and you receive your services from provider agencies
- Checks with your nurse and homemaker to see if there are any problems
- Makes sure you have your medical and financial eligibility done once a year
- Makes sure that you are as safe and healthy as you can be

**Qualifications:** The case manager must be a licensed social worker, counselor, or nurse.

**Characteristics:** The following are a few traits to look for in case managers:

- Works hard for you
- Detailed about forms and plans; remembers to do them on time
- Advocates for your best interest
- Makes home visits when you need them
- Calls you to check on your services and your health; does something about it if things are not right
- Knows about and searches for community resources to help you
- Listens to you
- Treats you with respect and kindness
- Makes sure that you receive your services on your plan
- Makes sure you are as healthy and safe as possible
- Returns your phone calls and calls the homemaker agency when you need it
- Informs you of your choice of providers; helps you with transfers to new agencies
- Helps you get medical equipment or adaptations (wheel chairs, grab bars, lift, etc)