



# Medicaid Conflict-Free Case Management



Changes are coming to case management for people with disabilities, older adults, and people with intellectual and developmental disabilities

## 1 What does this mean for me?

- Your case management services must be provided by someone who does not also deliver your direct support services.
- Case management is focused on **you**.
- Your case manager will help you find community supports so you can meet goals you have for your life.

## 2 Who will provide my case management?

- You will be able to pick a case management agency from a list provided by the State.
- If you do not pick an agency, one will be selected for you.

## 3 How does this affect me?

- For some people, case management will be a new service.
- Others may need to choose a new case management agency.

## 4 Why and when do things have to change?

- Federal law requires service providers to be separate from the case management role.
- The change will gradually start for most people in January 2024.
- You will be contacted before any changes are made.



For more information, please visit:  
[eohhs.ri.gov/conflict-free-case-management](https://eohhs.ri.gov/conflict-free-case-management)  
(Click [here](#))

