

FAMILY GUIDE

Working with a Case Manager

How case managers, families, and our care team collaborate to build a coordinated, person-centered plan.

Who is a case manager?

For residents receiving services through a Minnesota waiver, a case manager (sometimes called a care coordinator) is the person who oversees the support plan, authorizations, and ongoing reviews. They are an advocate for the resident and a key partner for our team.

What case managers typically do

- Complete or update the long-term care assessment (MnCHOICES)
- Build a coordinated support plan with the resident and family
- Authorize services and monitor utilization
- Coordinate with healthcare providers, therapy, and community resources
- Conduct routine reviews and respond to changes in condition

How we partner with case managers

- Share the written service plan and any updates after each review
- Notify the case manager promptly about changes in condition, hospitalizations, or incidents
- Coordinate authorizations, billing, and documentation
- Welcome on-site visits and joint care conferences

How families can help

1. Share contact information for the case manager at admission.
2. Sign authorizations that allow the case manager and our team to communicate freely.
3. Bring questions or concerns to either the case manager or our Director of Care — both will loop in the other.
4. Participate in care conferences whenever possible — your perspective matters.

Care conference questions

Useful questions to bring to a regular review meeting:

- Has the service plan changed since our last conversation? What and why?
- What is going well, and what would we like to adjust?
- Are there any goals we should add or update?
- Are there any new providers, therapies, or services to consider?
- When is the next scheduled review?

Questions about a current resident or upcoming admission?

Please reach our admissions team at **(612) 555-0123** or **hello@serenityoaksmn.com**. We are happy to coordinate directly with case managers across the Twin Cities.