



FOR CASE MANAGERS

Case Manager Referral Guide

Partnership That Makes Placement Easier

NoraCare is a CARF-accredited, INFSSA-authorized Medicaid waiver provider based in South Bend, Indiana. We specialize in complex placements — the referrals other providers decline. Our mission is to make your job easier through fast response, reliable service delivery, and proactive communication.

CARF Accredited	CIH & FSW Provider	INFSSA Authorized	BBB Member	Zero Violations
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Why Case Managers Choose NoraCare

4 hrs	7–10 days	85%	24 hrs
Response Guarantee	Referral to First Service	Service Delivery Rate	Family Outreach
BDS portal or direct contact	Average start timeline	Industry average: 60%	We contact families immediately

We Respond Fast

- Same-day response guarantee
- BDS portal checked daily
- Reply within 4 hours
- Family contacted within 24 hrs

We Communicate Proactively

- No surprises at family meetings
- Quarterly reports 48 hrs before meetings
- BDS portal-compliant documentation
- Weekly updates during onboarding

We Deliver Reliably

- 85% service delivery rate
- Backup staff always ready
- Same caregiver consistency
- Multi-year client relationships

Complex Referrals We Accept

When a family has been turned down by other providers, contact NoraCare first. We are equipped and experienced in serving individuals with complex needs:

<p>Behavioral Challenges</p> <p>Aggression, elopement, non-compliance</p>	<p>Communication Barriers</p> <p>Non-verbal, limited English, sensory needs</p>	<p>Medical Complexity</p> <p>Multiple specialists, complex medication regimens</p>
<p>Difficult Family Dynamics</p> <p>Prior provider conflicts, high-expectation families</p>	<p>Schedule Flexibility</p> <p>Irregular hours, last-minute changes</p>	

Current Capacity

Services Available	Counties Served	Complex Needs
<ul style="list-style-type: none"> Participant Assistant Care (PAC) 	<ul style="list-style-type: none"> St. Joseph 	<ul style="list-style-type: none"> Behavioral support
<ul style="list-style-type: none"> Residential Habilitation 	<ul style="list-style-type: none"> Elkhart 	<ul style="list-style-type: none"> Communication barriers
<ul style="list-style-type: none"> Transportation Services 	<ul style="list-style-type: none"> Allen 	<ul style="list-style-type: none"> Medical coordination
<ul style="list-style-type: none"> Family Training 	<ul style="list-style-type: none"> LaPorte 	<ul style="list-style-type: none"> Schedule flexibility
	<ul style="list-style-type: none"> Lake 	

How to Refer a Client

Option 1 BDS Portal	Option 2 Direct Contact	Option 3 Urgent / Emergency
Submit through the standard BDS portal. We check daily and respond the same day.	Text or Email — faster response. (574) 222-5992 referrals@mynoracare.com	Call: (574) 222-5992 Ask for the intake coordinator. We respond within 4 hours, guaranteed.

What We Need for a Referral

- Client name and contact information
 - Guardian/family contact (if applicable)
 - Service type requested (PAC, Res Hab, Transportation)
 - Authorization details (if available)
 - Special needs or behavioral considerations
 - Urgency level
- Don't have all the details? Contact us anyway — we'll help gather what's needed.

Referral Process — What Happens Next

1	2	3	4	5	6
Submit Referral	Same-Day Acknowledge	Family Outreach	Meet & Greet	Coordination Meeting	Services Launch
BDS portal or direct contact	Confirmation within 4 hours	We contact family within 24 hours	Family meet-and-greet scheduled	You, family & NoraCare align plan	Average 7–10 days from referral

You stay informed at every step. No surprises at family meetings — you hear about issues from us before families mention them.

What Professional Partners Say

“NoraCare takes my most challenging placements. They've never said no to a behavioral case.”

— Northern Indiana Service Provider

“Best quarterly reports I receive from any provider. Makes my job so much easier.”

— Indiana Healthcare Professional

“When I need someone placed fast, I text NoraCare first. They respond same day, every time.”

— Community Support Coordinator



Ready to refer a client?

We make partnership easy. Reach out any time — we respond within 4 hours, guaranteed.

NoraCare Home Care

📞 (574) 222-5992

✉️ referrals@mynoracare.com

📄 mynoracare.com/for-case-managers