HCBS STRATEGIES, INC.
IMPROVING HOME AND COMMUNITY BASED SYSTEMS
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Carey Michels
Associate
HCBS Strategies, Inc.

Carey Michels joined HCBS Strategies in October 2026. She holds a Bachelor of Science in Childhood Development with a minor in Social Work and spent more than eight years with Indiana's Family and Social Services Administration (FSSA), first as an HCBS Program Officer and later as a Project Specialist for the Pregnancy Promise Program, where she analyzed managed care performance data and developed federal reports for CMS and SAMHSA. At HCBS Strategies, Carey is supporting strategic planning, policy development, federal approvals, sustainability efforts, and systems evaluation, with a focus on supporting states with Medicaid Administrative Claiming (MAC) enhancements.

Education

Ball State University, Muncie, IN *2013*
- Bachelor of Science, Childhood Development

Experience

Associate, HCBS Strategies, Inc. *Oct 2026 - Present*
- Analyze programmatic data and develop reports, summaries, and presentations for Medicaid agencies, State Units on Aging, and Area Agencies on Aging clients.
- Support state clients with Medicaid Administrative Claiming (MAC) enhancements, including strategic planning, sustainability efforts, and federal approvals.

Project Specialist, Family and Social Services Administration (FSSA) *Dec 2020 - Oct 2026*
Pregnancy Promise Program
- Participated in the development and revision of project materials and outreach activities for referring agencies including health care systems, human service agencies and community based organizations.
- Monitored, reviewed and analyzed performance outcomes and data quality for each of the managed care entities (MCEs).
- Obtained licensure for state of Indiana insurance navigation.
- Participated in writing and developing quarterly and annual reports required by the Centers for Medicare and Medicaid Services (CMS) and Substance Abuse and Mental Health Services Association (SAMHSA).
- Ensured that all grant funds were allocated per federal, state, and grant guidelines.
- Responded to email, phone, and text communications from program enrollees and program collaborators within 2 business days.
- Coordinated with IU Project ECHO coordinator on selecting curriculum, presenters and scheduling to meet the needs of case managers and providers serving the target population.

HCBS Program Officer, Family and Social Services Administration-Office of Medicaid Policy and Planning (OMPP) *Apr 2018 - Dec 2020*

- Served as the subject matter expert (SME) and project manager for OMPP when working with the sister divisions on waivers, State Plan benefits, and projects.
- Interacted with the divisions, Division of Aging (DA), Department of Mental Health and Addiction (DMHA) and Division of Disability and Rehabilitative Services (DDRS) on a regular basis.
- Oversaw quarterly, yearly, three year and five year quality reports and ensured submission to CMS on time.
- Solved Medicaid member issues in a timely manner through collaboration with other areas of Medicaid as well as the sister divisions.
- Updated/oversaw Medicaid waivers and State Plan benefits through the submission and approval process with CMS.
- Participated in the development of a database system to centralize renewal, amendment, and implementation processes.
- Managed projects for quality and outcomes across divisions.
- Built and maintained relationships with partner agencies in order to manage projects effectively.

Care Coordinator/Life Skills Instructor, Aspire Indiana *Nov 2013 - Oct 2015; Mar 2016 - Apr 2018*

- Responsible for providing home-based and in-school casework and life skills instruction.
- Trained in many skills curriculums to meet client and population needs.
- Provided supervised visitation for children and families involved with the Department of Children's Services (DCS).
- Responsible for updating treatment plans and completing C/ANSAs.
- Responsible for coordinating with all providers within and outside Aspire.
- Trained in motivational interviewing.
- Developed positive professional relationships with community resource providers, medical providers, and community mental health providers.

Career Counselor, Work One *Oct 2015 - Mar 2016*

- Completed documentation for school programs.
- Conducted need assessments.
- Filed and organized paperwork.
- Scheduled workshops and appointments .

Lead Teacher, AdventureLand Childcare *Aug 2013 - Nov 2013*

- Created and implemented lesson plans.
- Conducted assessments.
- Family Relations.
- Created and implemented behavioral plans.

Awards & Certifications

- Residential Navigator Individual through the Indiana Department of Insurance since September 2021
- IMH-E® Infant Family Associate since March 2024
- Governor's Public Service Achievement Award Recipient 2024