

Overview: Intake Counseling

Indiana, Family and
Social Services Administration (FSSA)



What is Intake Counseling?

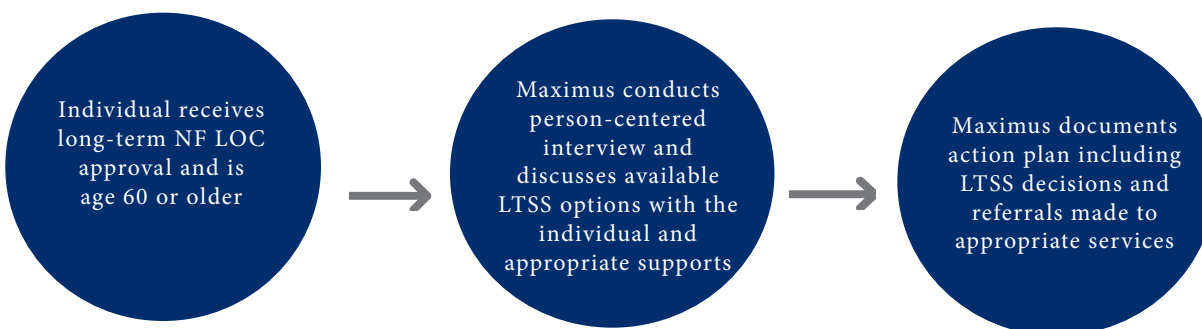
Intake counseling is a person-centered, interactive, decision support process. This service provides people with help in making informed choices about the type of long-term services and supports (LTSS) they want and ensuring those choices align with their preferences, needs, strengths, and values. Once it is decided that a person meets nursing facility level of care (LOC), they have choices about where they want to live and receive care. In Indiana, some of the available LTSS setting options for people that meet nursing facility LOC include:

- Community living with Home and Community-Based Services (HCBS) through Indiana's HCBS Waiver programs
- Assisted living facilities
- Nursing facilities
- Program of All-Inclusive Care for the Elderly (PACE)

LCAR Services provides intake counseling in Indiana to people who are 60 years of age or older who meet long-term nursing facility LOC and who receive Medicaid or are eligible for Medicaid. Intake counselors help guide people through those LTSS options and help them make informed choices about the best care for their needs. They are also familiar with services available in Indiana that provide support, such as financial benefit programs and other community-based programs. They can help people get connected to these services.

Note: People in Indiana who are under age 60 will continue to receive intake counseling services with their local

Intake Counseling Process



Support: Direct all Questions to the Indiana LCAR Help Desk:

INLCAR@maximus.com or at 833.597.2777.

Additional information and resources are found here:

www.INLCAR.com.