



Indiana Level of Care Assessment Representative (LCAR) Services

FSSA Launches Final Phase of LCAR Services Implementation | Register for Coming Changes Webinar | Learn More About Planned Training Series and New Program Resources

The State of Indiana Family and Social Services Administration is pleased to announce the second implementation phase for **Level of Care Assessment Representative (LCAR) Services**. Beginning with its partial launch in July 2024 this portfolio of services managed by FSSA partner, Maximus, brings a comprehensive, integrated approach to Level of Care (LOC) assessment processes. These updates also build upon the PASRR-related activities Maximus has been completing for several years.

Planned to launch on **July 1, 2025**, LCAR Services will provide several types of services and assessments for Hoosiers in, or seeking long-term care in a Nursing Facility, or Long Term Services and Supports through the Health and Wellness, PathWays, or TBI Waivers. LCAR will help Hoosiers navigate complex processes and ensure they receive the appropriate supports to pursue or continue the services they need. These include:

Assessments

- Level of Care (LOC) Assessments for Adults
- Level of Care (LOC) Assessments for Children
- Preadmission Screening and Resident Review (PASRR)

Guidance and Support

- Intake Counseling
- Medicaid Application Assistance

Continue reading below for more information about the transition ahead including a helpful timeline of implementation milestones, registration for an overview session about the coming changes, a preview of other planned training opportunities and new resources, and details on FSSA partner, Maximus.

**Level of Care Assessment Representative (LCAR) Services
2025 Implementation >>> Progress Tracker**

Mid May - Mid June 2025

Stakeholders to attend
LCAR Services
webinar series

Early July 2025

Maximus will host
several post-launch Q&A
sessions for stakeholders



Late February 2025

LCAR Services
phase II announcement
to stakeholders

July 1, 2025

State anticipated Phase II
go-live on July 1

REGISTER: LCAR Services - Coming Changes Webinar



Join Maximus as we introduce these coming changes related to Level of Care and related processes in Indiana. We are excited to introduce these changes, the timeline, and where you can find resources to support you in this process. There will be time for Q&A at the end of this hour-long session.

**Register: LCAR Services – Coming Changes | 12 p.m. ET
Tuesday, March 11, 2025**



LEARN: Upcoming Webinar Series to Cover Process Changes

In the months ahead, you will also receive details and registration links to a comprehensive series of **LCAR Services – Training Webinars** taking place later this spring. Each session in this learning track has been developed to familiarize program stakeholders with changing processes and ensure you have the resources you'll need to support these vital services. Key topics to be covered include an overview of roles and responsibilities, as well as AssessmentPro system use and process walkthroughs.

After the July 1 launch, several virtual **Q&A forums** will be held to support LCAR stakeholders. These optional hour-long sessions are available to provide an opportunity to ask any remaining questions you have about new processes.

NEW LOOK: Redesign for LCAR Services Communications

You'll likely notice some visual changes to this announcement from previous Maximus email outreach. Moving forward, new resources and communications

sent in support of LCAR Services will be designed to reflect its parent agency, the Indiana Family and Social Services Administration (FSSA). These changes are an important step in creating a more seamless experience with other Indiana state resources for those seeking information about program service options and support.



SNEAK PEEK: LCAR Services Website

You will also see details in future communications about a **new LCAR Services website** that will launch later this spring.

Expanding on the current program page,

https://maximusclinicalservices.com/svcs/indiana_lcar, the revamped site will be a comprehensive center for program details, guidelines, and numerous resources. It will be geared toward individuals seeking or receiving support through LCAR, their families and guardians, as well as providers like you who play a vital role in supporting these services.

SUPPORT: Contact the Indiana LCAR Services



Please reach out to the LCAR Services Help Desk team about the LCAR transition, a current assessment, or other questions:

- Program support – email (general questions): INLCAR@maximus.com
- Program support – phone: **833.597.2777**

INSIGHTS: About Maximus

For anyone unfamiliar with Maximus, the company has partnered with federal and state agencies since 1975 to meet legislative mandates and operational improvements, including over three decades of partnership with the State of Indiana. The company sets the industry standard for delivering high-quality, innovative, and value-driven healthcare access solutions, including specialized clinical assessment tools, configurable information systems, and comprehensive project management services.
