



LCAR SERVICES: INTAKE COUNSELING
FREQUENTLY ASKED QUESTIONS (FAQs) FOR INDIVIDUALS

QUESTIONS	ANSWERS
What is LCAR?	<p>LCAR stands for Level of Care Assessment Representative. The Indiana Family and Social Services Administration (FSSA), in partnership with various entities, conducts federally required Level of Care (LOC) assessment and determination services and intake counseling for PathWays individuals in need of a Nursing Facility Level of Care (NFLOC) for nursing facility (NF) admission or Home- and Community-Based Services (HCBS) Waiver programs.</p> <p>On July 1, 2024, the LCAR began Preadmission Screening and Resident Review (PASRR) and level of care determinations for individuals entering or residing in a skilled nursing facility.</p> <p>Beginning July 1, 2025, the LCAR will provide:</p> <ul style="list-style-type: none"> • PASRR • Level of Care (LOC) assessments, and renewals • LOC determination (outcome) recommendations and re-determinations • Intake counseling for the PathWays 60+ population • Medicaid application assistance <p>These services apply to the PathWays for Aging, Health & Wellness, and Traumatic Brain Injury Waivers.</p>
Who is Maximus?	<p>Maximus is the vendor selected by the State of Indiana to coordinate Indiana Level of Care Assessment Representative (LCAR) Services, which includes Intake Counseling.</p> <p>Maximus contracts with the State for several different program services. You can learn more about Maximus here: https://maximus.com</p>
How do I contact the Indiana LCAR Services – Maximus Help Desk for questions about Intake Counseling processes?	<p>Contact by phone: 833.597.2777</p> <p>Contact by email: INLCAR@maximus.com</p> <p>Additional resources: https://www.inlcar.com</p> <p>Help Desk hours: Help Desk staff are available for phone inquiries from 8 am to 6 pm EST Monday-Friday.</p>
What is Intake Counseling?	<p>Intake Counseling is a process where people receive information about their options for long-term services and supports (LTSS) and receive</p>



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	<p>support to make the decision about which LTSS option is the right choice for them, based on their preferences and goals.</p> <p>Intake Counseling is also an opportunity to help support people with accessing services they need. This can include getting connected to Medicaid resources, Medicare resources, or other needed community-based organizations.</p>
<p>When do I get Intake Counseling?</p>	<p>Intake counseling is offered to everyone who gets a long-term approval outcome on their Indiana Level of Care Assessment Representative (LCAR) nursing facility Level of Care (NF LOC) assessment. It may happen right after completion of your NF LOC assessment, or you can choose to schedule it any time within seven (7) days of completion of your NF LOC assessment.</p> <p>People who are age 60 or older will receive Intake Counseling from Maximus and people who are under age 60 will receive Intake Counseling from their local Area Agency on Aging (AAA).</p>
<p>Am I required to do Intake Counseling?</p>	<p>No. You can decline Intake Counseling; however, you may still be required to let Maximus (if you are age 60 or older) or your local Area Agency on Aging (AAA) (if you are under age 60) know what service you are choosing so that they can make sure any next steps to access your preferred service can happen.</p>
<p>What should I expect from Intake Counseling?</p>	<p>Your Intake Counselor will talk to you to get information about what is important to you when choosing the right service for you, as well as details about the things that may impact your choice. These details include things like your support system, employment, finances, Medicaid coverage, and other circumstances that might impact your care.</p> <p>Your Intake Counselor can help you consider the pros and cons of each choice and will help support you when making your decision. You can also let your Intake Counselor know if you need help with assessing supports for Medicaid or Medicare. Your Intake Counselor can also help you access other community-based services.</p>
<p>I received a long-term approval outcome on my IN LCAR nursing facility Level of Care</p>	<p>You have the option of choosing from the following services that require a long-term approval on an IN LCAR nursing facility Level of Care (NF LOC) assessment:</p>



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(NF LOC) assessment. What LTSS options can I choose from?	<ul style="list-style-type: none"> • Home and Community-Based Service (HCBS) Waiver <ul style="list-style-type: none"> If age 60 or older, you can choose the PathWays for Aging Waiver If under age 60, you can choose the Health & Wellness Waiver If you have a traumatic brain injury (TBI) diagnosis regardless of your age (and documentation of this from your physician on a 450b form) you can choose the TBI Waiver • Nursing Facility • Program for All-Inclusive Care for the Elderly (PACE) <ul style="list-style-type: none"> If you are age 55 or older and live in a PACE service area, you can choose PACE <p>Even if you qualify for one of the services above based on your NF LOC long term approval, you may also still choose state plan home health services.</p>
How do I know if I am in a PACE service area?	<ul style="list-style-type: none"> • Information about Program for All-Inclusive Care for the Elderly (PACE) service areas in Indiana can be found here: https://www.in.gov/fssa/da/program-of-all-inclusive-care-for-the-elderly/
I received a short-term approval on my IN LCAR nursing facility Level of Care (NF LOC) assessment. What LTSS options can I choose from?	<p>With a short-term approval on an IN LCAR nursing facility Level of Care (NF LOC) assessment, you can choose to receive care in a nursing facility. If you are age 55 or older and live in a PACE service area (see above), you can also choose PACE. With a short-term approval, you are not able to choose from Indiana's HCBS Waiver services.</p>
I received a denial on my IN LCAR nursing facility Level of Care (NF LOC) assessment. What does this mean for my LTSS choices?	<p>You do not qualify for nursing facility care, PACE, or the State's HCBS Waiver Services. A Maximus team member will support you with discussing other service options that may meet your needs and will help connect you to the right program or agency to help you access services.</p>