



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

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 PASRR.</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>
Who should I contact about AssessmentPro or my system account?	<p>For questions regarding online submissions, assistance with logging in, becoming an Assessment Pro Administrator, questions about</p>



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	pending Intake Counseling, or other general questions, please contact the Maximus Indiana Help Desk at 833.597.2777.
What is intake counseling?	Intake counseling is a process where people receive information about their options for long-term services and supports (LTSS) and receive support to make the decision about which LTSS option is the right choice for them, based on their preferences and goals.
When does intake counseling happen in the IN LCAR process?	<p>Intake counseling is offered to everyone who gets a long-term approval outcome on their IN LCAR nursing facility Level of Care (NF LOC) assessment. It may happen right after completion of their NF LOC assessment, or they can choose to schedule it any time within seven (7) days of completion of their 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>
I complete nursing facility Level of Care (NF LOC) assessments that are admitted to the hospital that want NF admission, and send the assessments to Maximus for a determination. If people get a long term approval, do I need to wait for them to get intake counseling before they can be discharged from the hospital?	No. If the person is receiving an nursing facility Level of Care (NF LOC) long-term approval and they are in the hospital at the time of the determination, they do not need to receive intake counseling. It will be important for hospital staff to make sure the person is aware of their options. Maximus will provide information about IN LTSS options that can be printed along with the person's NF LOC determination, and this information should be provided to the person in case they would like to explore other service options.
Why is Intake Counseling important?	It is important for people to have an active role in making decisions about the type of care they would like to receive that aligns with their own preferences, strengths, goals, and values.