



INDIANA LCAR SERVICES: LEVEL OF CARE FOR ADULTS  
FREQUENTLY ASKED QUESTIONS (FAQs) FOR INDIVIDUALS

QUESTIONS	ANSWERS
<b>What is LCAR?</b>	<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"><li>• PASRR</li><li>• Level of Care (LOC) assessments, and renewals</li><li>• LOC determination (outcome) recommendations and re-determinations</li><li>• Intake counseling for the PathWays 60+ population</li><li>• Medicaid application assistance</li></ul> <p>These services apply to the PathWays for Aging, Health &amp; Wellness, and Traumatic Brain Injury Waivers.</p>
<b>Who is Maximus?</b>	<p>Maximus is the vendor selected by the State of Indiana to coordinate Indiana Level of Care Assessment Representative (LCAR) Services.</p> <p>Maximus contracts with the State for several different program services. You can learn more about Maximus here: <a href="https://maximus.com">https://maximus.com</a></p>
<b>Why is a nursing facility Level of Care (NFLOC) assessment needed?</b>	<p>A NF LOC is a measure of care needs that must be met for Medicaid recipients to access Medicaid funded nursing homes and certain HCBS Waivers. Medicaid will not pay for these services unless it is decided that a person meets that state's NF LOC criteria. To decide if NF LOC criteria is met, an assessment must identify the person's needs. This includes assessing their ability to complete day-to-day activities, medical conditions, medical treatments needed, cognitive abilities, and behavioral needs.</p>



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<b>How do I contact the Indiana LCAR Services – Maximus Help Desk for questions about Level of Care?</b>	<p>Contact by phone: 833.597.2777</p> <p>Contact by email: <a href="mailto:INLCAR@maximus.com">INLCAR@maximus.com</a></p> <p>Additional resources: <a href="https://www.inlcar.com">https://www.inlcar.com</a></p> <p>Help Desk hours: Help Desk staff are available for phone inquiries from 8 am to 6 pm EST Monday-Friday.</p>
<b>What Home- and Community-Based Services (HCBS) Waivers does Indiana have that require a nursing facility Level of Care (NF LOC) assessment in order to qualify?</b>	<p>Indiana’s Home- and Community-Based Services (HCBS) Waiver Services available for adults that require meeting NF LOC to qualify include:</p> <ul style="list-style-type: none"> <li>• PathWays for Aging Waiver for adults who are 60 years of age or older</li> <li>• Health and Wellness Waiver for adults under age 60</li> <li>• Traumatic Brain Injury (TBI) Waiver for adults that have a TBI diagnosis.</li> </ul> <p>Indiana has other HCBS Waiver programs available for adults that do not require meeting NF LOC to qualify.</p>
<b>What assessment is used for NF LOC in Indiana?</b>	The assessment used for nursing facility Level of Care (NF LOC) in Indiana for adults is the interRAI Home Care (HC).
<b>I need a nursing facility Level of Care (NF LOC) assessment. What should I do?</b>	You or someone who helps you with managing your care can contact Maximus at: 833.597.2777. A Maximus team member will gather some information about you so they can get your nursing facility Level of Care (NF LOC) assessment scheduled.
<b>How long will it take to get the outcome of my NF LOC assessment once I (or someone on my behalf) have reached out to them?</b>	Once you have been referred to Maximus, they will have seven calendar days to gather the information for your assessment, and four additional calendar days for an outcome to be given, for a total of up to eleven calendar days to get the outcome.
<b>What should I expect from my nursing facility Level of Care (NF LOC) assessment?</b>	Your nursing facility Level of Care (NF LOC) assessor will speak with you and others you would like to be included in the assessment and gather information about things like the type of help you need with daily activities, any medical care or treatments you need, and any conditions or diagnoses you may have.
<b>What kind of needs qualify for nursing</b>	An individual qualifies for nursing facility Level of Care (NF LOC) in IN if they have certain medical needs that must be performed by a nurse,



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<b>facility Level of Care (NF LOC)?</b>	or if they need help with completing at least three daily care tasks because of a medical condition.
<b>I received notice of a Denial outcome on my nursing facility Level of Care (NF LOC) assessment. What happens now?</b>	Nursing facility Level of Care (NF LOCs) that receive a potential denial outcome by a Maximus clinical reviewer are then reviewed by a Maximus physician. If the Maximus physician agrees with the denial, it is then reviewed by the Indiana Family and Social Services Administration (FSSA), who makes the final determination. When this occurs, you receive notice of the Denial outcome along with your appeal rights. A Maximus team member will contact you to discuss other services that may meet your needs. You also have the right to appeal the decision if you disagree with it.
<b>I received notice of a Short-Term Approval on my nursing facility Level of Care (NF LOC) assessment. What happens now?</b>	With a Short-Term Approval on your nursing facility Level of Care (NF LOC) assessment, you qualify for nursing facility services and, if you are age 55 or older and live in a PACE service area, for PACE. A Maximus team member will speak with you about these options in more detail if you receive this outcome. If you are admitted to a nursing facility and you need more time in the nursing facility than was initially approved, your treatment team at the nursing facility will request a new NF LOC assessment from Maximus before the approval period runs out.
<b>I received notice of a Long-Term Approval on my nursing facility Level of Care (NF LOC) assessment. What happens now?</b>	With a Long-Term Approval on your nursing facility Level of Care (NF LOC) assessment, you qualify for nursing facility services, Home- and Community-Based Services (HCBS) Waiver Services, and, if you are age 55 or older and live in a PACE service area, for PACE. If you are age 60 or older, a Maximus team member will speak with you about these options and other community living options through a process called intake counseling. If you are under age 60, your local AAA will provide your intake counseling.
<b>I know specifically what service (NF, HCBS Waiver, or PACE) that I want when I contact Maximus to request my NF LOC assessment. Should I tell them this?</b>	Yes, you can let them know specifically what service(s) you are interested in when you contact Maximus to request your nursing facility Level of Care (NF LOC) assessment. They can help you with any questions you have about accessing that specific service.



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<b>I don't know specifically what service that I want when I contact Maximus to request my nursing facility Level of Care (NF LOC) assessment. Should I tell them this?</b>	Yes, you can let them know that you are not sure which service you want. You may need to make a decision after you receive your nursing facility Level of Care (NF LOC) assessment outcome so that you receive or are connected to the resources needed to move forward with that service, but your intake counselor can help you with that decision.