



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

QUESTIONS	ANSWERS
<i>Accessing AssessmentPro</i>	
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.</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 Indiana LCAR Services – Maximus Help Desk for questions about NF LOC processes or my AssessmentPro account?	<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>



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How do I access AssessmentPro to submit an IN LCAR NF LOC referral?	<p>The Maximus AssessmentPro web system is available 24 hours a day, 7 days a week at www.assessmentpro.com. If you work at a hospital, you will use this website to complete and submit the interRAI Home Care assessment, which will be used for everyone age 18 and up in need of an IN LCAR NF LOC assessment, and Pre-Admission Screening and Resident Review (PASRR) Level I screens.</p> <p>If you work at a nursing facility or other agency or program that has AssessmentPro access, you will use this site to submit NF LOC Assessment Requests (a request for Maximus to complete an IN LCAR NF LOC for an individual). If you work at a nursing facility, you will also use this website to submit PASRR Level I screens.</p> <p>To ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), login access to AssessmentPro has security requirements. Each facility or agency that should have access to AssessmentPro will be asked to designate 1 to 3 Facility Access Administrators who will manage user access for their facility or agency. Facility Access Administrators will be verified and must provide proof of their employment on their facility or agency letterhead.</p>
I work at a hospital, nursing facility, AAA, or other agency or program that should have access to AssessmentPro to submit completed NF LOCs and/or Assessment Requests. I have not been designated as a Facility Access Administrator. How can I obtain a login and password privileges?	Go to www.assessmentpro.com . Locate the New User link under the login box. Follow that link and complete the registration form. You will receive an email from AssessmentPro requesting you to confirm your email address. The Facility Access Administrator for your facility or agency will review your registration form and decide whether to approve your access. You will receive another email from AssessmentPro to alert you if your access is approved.
I work at more than one hospital or nursing facility. Can I sign up as a user for multiple facilities? Do I need to have a separate email address for each location?	Yes, your login may be associated with multiple facilities. You may use the same email address for each, or you may designate a separate email address for each. To sign up for an additional facility, first login to www.assessmentpro.com . Locate your name to the top right of the screen, just above the search bar. Click on your name to navigate to your profile. On the right side of your profile, select Add a Facility. Select your contract and facility. The Facility Access Administrator for that facility will review your request and decide whether to approve



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	your access.
I don't remember my AssessmentPro password. What should I do?	Go to www.assessmentpro.com . <i>Locate the Forgot Password link</i> under the login box. Follow that link and enter the email address you use to login to AssessmentPro. You will receive an email from AssessmentPro to reset your password.
Can I share a username and password with someone else at my facility or agency?	No. For HIPAA and security purposes, each user must have their own unique username and password. Use of another person's username or password can result in termination of system privileges.
How many users are allowed for each facility or agency?	AssessmentPro has no limit on the number of users allowed for each facility or agency. We encourage everyone who needs access to register; however, the Facility Access Administrator is responsible for ensuring that the list remains accurate. This means that if a member of the staff leaves, their AssessmentPro access should be terminated by the Facility Access Administrator.
To maintain my account, how often do I need to log in to AssessmentPro?	You should log in to AssessmentPro at least once a month to avoid becoming inactive/terminated. After 6 months of inactivity, your account will be terminated. If this occurs, you must contact the Help Desk to be reinstated.
I started a referral or assessment in AssessmentPro but I will not be able to finish it. Can someone else finish it for me?	Yes. Users within the same facility or agency will be able to access their facility or agency's pending and saved referrals or assessments (regardless of who began them) to complete and submit to Maximus. They will also be able to access completed assessments and determinations submitted by others in their facility or agency.
I can't add an additional facility to my account. What should I do?	You must confirm your email address by clicking the link sent to you in the confirmation email during the account set-up for your first facility before adding an additional facility. After confirming your email, click your name in the upper right-hand corner to access your user profile and add the facility.



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The link on the confirmation email expired and now I can't access my account. What should I do?	Click the <i>Forgot Password</i> link on the login page to resend an activation email to your email address listed on the account.
General NF LOC Questions	
I received notice of a Denial outcome on a NF LOC I submitted. What happens now?	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. A Maximus team member will be in contact with the individual to discuss additional service options that may be more appropriate to meet their needs. The individual will also receive formal notice of the denial along with appeal rights.
I submitted both a NF LOC and a PASRR Level I for someone. What happens if the NF LOC is a denial?	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. The PASRR Level I remains on hold until the final determination is complete. If the final determination is a Denial, the associated Level I will be cancelled.
Hospital User NF LOC Submissions	
When should I submit a completed interRAI HC to Maximus for a determination?	<p>Indiana uses the interRAI suite of tools to determine nursing facility Level of Care (NF LOC). There are two circumstances that require submission of a completed interRAI HC to Maximus when someone is in a hospital setting:</p> <ul style="list-style-type: none"> The first circumstance is when someone is a new applicant for NF admission from the hospital. An interRAI HC is required for Medicaid recipients age 18 and up seeking NF admission when Medicaid will be the pay source. It is also required for people age 18 and up seeking NF admission that are determined to have a PASRR condition on their PASRR Level I screen and require either a full Level II evaluation or receive Exempted Hospital Discharge or Categorical outcome. <p>The second circumstance is when a nursing facility resident is admitted</p>



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	to the hospital and needs a status change PASRR and LOC to return to the nursing facility.
How can I communicate with a Maximus clinical reviewer about a specific NF LOC I submitted?	If Maximus requests additional information from you on a NF LOC, respond with the information requested using the communicator box in AssessmentPro. You will not be able to communicate using this method once the NF LOC has an outcome. If you have a general question or a question about an outcome, you can contact the Help desk at 833.597.2777.
I started filling out a NF LOC assessment for someone in my hospital and had to step away to work on something else. Will AssessmentPro save my assessment?	Yes. AssessmentPro will automatically save your work in draft status. You or someone else registered with your facility or agency will need to complete and submit it within 24 hours, or it will be cancelled.
Additional information was requested of me on a specific NF LOC. How long do I have to respond?	The additional information requested must be submitted within 14 days, or the NF LOC will be cancelled without a determination.
What are the risks if I enter inaccurate demographic information for someone?	<p>It is important to use accurate demographic information in AssessmentPro. This includes:</p> <ul style="list-style-type: none"> • First and Last Name • Gender • Date of Birth • Social Security Number • Medicaid Number (if applicable) <p>Missing or inaccurate information will prevent or delay entry of the authorization, which may cause claim denials.</p>
<i>Nursing Facility User NF LOC Assessment Request Submissions</i>	



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How long will it take to receive the results of my submitted NF LOC Assessment Request Submissions?	Once you submit a NF LOC Assessment Request, a Maximus assessor will complete the NF LOC assessment within 7 calendar days, and the NF LOC determination will be completed within an additional 4 calendar days.
When should I submit a NF LOC Assessment Request to Maximus for my residents?	<p>There are several circumstances when a nursing facility resident might require a new NF LOC assessment. An Assessment Request should be submitted to Maximus in each of these circumstances:</p> <ul style="list-style-type: none"> • A nursing resident that was previously determined to have a PASRR condition and an associated LOC that were time-limited (short-term) approvals that are expiring and additional time in the nursing facility is being requested (a new PASRR Level I will also need to be submitted in this circumstance). • A nursing facility resident that was previously not determined to have a PASRR condition but had a time-limited (short-term) LOC approval that is expiring and additional time in the nursing facility is being requested. • A nursing facility resident is converting to Medicaid and needs a NF LOC assessment. • A nursing facility resident that has a current LOC approval but has had a significant change in status (a new PASRR Level I will also need to be submitted in this circumstance). <p>If there is ever a person that is seeking a new admission to your nursing facility that needs help with getting a NF LOC assessment prior to admission, you may direct them to Maximus to request a NF LOC assessment or you may submit a NF LOC Assessment Request on their behalf.</p>
I submitted an Assessment Request for a resident at my nursing facility and the outcome was a short term approval. What does this mean?	This individual is approved for up to 90 additional days in the nursing facility.
I submitted an Assessment Request for a	This individual is approved and that approval is valid for a year, unless there is a change in the individual's needs. Since a long-term approval



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resident at my nursing facility and the outcome was a long-term approval. What does this mean?	was received, this means this individual has choices in the long-term services and supports available to meet their needs, including nursing facility care or the appropriate home- and community-based services (HCBS) waiver(s). Their options will be discussed with them, either by a Maximus team member (if the individual is age 60 or older) or their local AAA (if the individual is under age 60).
What are the requirements for the PACE program (for initial LOC and annual LOC)?	The PACE provider is required to submit an Assessment Request to Maximus for Maximus to complete the initial LOC. PACE providers will complete their own reassessments for people enrolled in their program.
What is the process for someone who is an active HCBS Waiver recipient (PathWays for Aging, Health & Wellness, or TBI Waiver) to enter a nursing facility?	If the person has a valid NF LOC approval and is actively receiving HCBS Waiver services, they are able to enter a nursing facility without needing a new NF LOC. The person will need a PASRR Level I before they admit to a nursing facility (and if the Level I indicates the need for a PASRR Level II, that must also be completed prior to admission). The individual can contact Maximus or the Nursing Facility to request a Level I to be completed on their behalf.
What documentation is needed with my PASRR Level I screen?	If the PASRR Level I screen requires clinical review, a History and Physical (H&P) will be required, along with a Medication Administration Record (MAR) and psychiatric evaluations/consult or progress notes, as available. If an automatic web approval outcome is not given, these documents will be requested. If you suspect or know that the individual likely has serious mental illness (SMI) or an intellectual or developmental disability (IDD), you may upload these documents at the time of submission to avoid delays.
How long is the PASRR Level I screen valid?	If the individual does not immediately admit to a NF, the PASRR Level I is valid for 90 days from the date of review, as long as there has been no significant change. If a significant change in status has occurred since the last PASRR outcome, a new PASRR Level I screen is required.
When is a new PASRR Level I needed for a nursing facility resident who admitted with a negative PASRR Level I outcome?	A negative PASRR Level I screen is valid indefinitely, as long as there has been no change in status or identification of a PASRR condition that was not identified on the admission PASRR Level I screen.



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What is a PASRR Exempted Hospital Discharge (EHD)?	PASRR federal regulations allow for one true ‘exemption’, if certain criteria is met. EHD criteria is met for individuals with PASRR conditions who are admitting to a nursing facility from a hospital for treatment of the same issue for which the person was being treated for in the hospital, and a physician has certified that they are expected to discharge from the nursing facility within 30 days. Individuals with admissions expected to be longer than 30 days will not be eligible for an EHD.
Who will complete the PASRR Level I for someone planning to admit to the nursing facility from home and not from a hospital setting?	A Maximus team member will complete the PASRR Level I for anyone receiving a NF LOC assessment in a home setting that indicates a preference for nursing home admission.
If a PASRR Level II is required how long does that process take?	This process can take up to 6 business days.
Does an individual who is transferring from one nursing facility directly to another require a new PASRR Level I screen?	A new PASRR Level I is not required if the individual is transferring from one nursing facility to another without interruption in the level of service; in other words, no discharge to the community or lower level of care. Nursing facilities will be able to update dischargers, transfers, and admissions in PathTracker. If a person discharges from a nursing facility to the community and then is seeking to return to a nursing facility setting, a new PASRR Level I would be required.
What happens if a nursing facility admits a person without a completed PASRR Level I screen?	To be in compliance with state and federal regulations, all nursing facilities must have a completed PASRR Level I screen, and PASRR Level II evaluation as appropriate. Failure to comply with these regulations can result in financial penalties and loss of Medicaid certification.
I received notification of a positive PASRR Level I screen outcome and that the person is being referred for a Level II. What do I need to do?	Maximus will complete the PASRR Level II evaluation process and you will be able to access the outcome of the Level II evaluation when it is complete.
I submitted both a NF	NF LOCs that receive a potential denial outcome by a Maximus



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LOC (or NF LOC Assessment Request) and a PASRR Level I for someone. What happens if the NF LOC is a denial?	<p>clinical reviewer are then reviewed by a Maximus physician. If the Maximus physician agrees with the denial, it is then reviewed by Indiana Family and Social Services Administration (FSSA), who makes the final determination. The PASRR Level I remains on hold until the final determination is complete. If the final determination is a Denial, the associated Level I will be cancelled.</p>
What is the process for completing an IDD Level II evaluation for someone out of state?	<p>If a person is out of state and is planning to admit to an IN nursing facility and is determined to need a Level II evaluation due to an IDD, Maximus will complete a Document Based Review (DBR) as a Preadmission Screening Level II evaluation. We will review the person's medical records and interview, via phone, staff who are currently working with the person. If the person appears to meet medical necessity for NF admission, Maximus will recommend an approval period of no longer than 90 days. The Bureau of Disability Services (BDS) will review for authorization. If approved, the person will require an in-person Level II evaluation if longer than the initial 90-day approval period is requested.</p>