



INDIANA LCAR SERVICES: LEVEL OF CARE FOR CHILDREN 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> <p>This is consistent with the FSSA FAQ document currently under review with leadership.</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>
Why is a nursing facility Level of Care (NF LOC) assessment needed?	<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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How do I contact the Indiana LCAR Services – Maximus Help Desk for questions about Level of Care?	<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 Home- and Community-Based Services (HCBS) Waivers does IN have that require a nursing facility Level of Care (NF LOC) assessment to qualify?	<p>Indiana’s Home- and Community-Based Services (HCBS) Waiver services available for children that require meeting NF LOC to quality include:</p> <ul style="list-style-type: none"> • Health and Wellness Waiver • Traumatic Brain Injury (TBI) Waiver for children that have a TBI diagnosis. <p>Indiana has other HCBS Waiver programs available for children that do not require meeting NF LOC to qualify.</p>
What assessment is used for nursing facility Level of Care (NF LOC) in Indiana?	<p>The assessments used for NF LOC in Indiana for children are the *interRAI Early Years (EY) (ages 0-3) and the interRAI Pediatric Home Care (ages 4-17) (PEDS HC).</p> <p><i>*InterRAI – International Resident Assessment Instrument</i></p>
My child needs a nursing facility Level of Care (NF LOC) assessment. What should I do?	<p>You can contact Maximus at 833.597.2777. A Maximus team member will gather some information about your child so they can get their nursing facility Level of Care (NF LOC) assessment scheduled.</p>
How long will it take to get the outcome of my child’s nursing facility Level of Care (NF LOC) assessment once I have reached out to them?	<p>Once you have contacted Maximus, they will have seven calendar days to gather the information for your child’s 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.</p>
What should I expect from my child’s nursing facility Level of Care (NF LOC) assessment?	<p>Your child’s nursing facility Level of Care (NF LOC) assessor will speak with you, your child, and others you would like to be included in the assessment and gather information about things like the type of help your child needs with daily activities, any medical care or treatments they need, and any conditions or diagnoses they may have.</p>
What kind of needs qualify for nursing facility Level of Care	<p>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, or if they need help with completing at least three daily care tasks as a result</p>



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(NF LOC)?	of a medical condition. For children, developmental stage is taken into consideration when making these decisions.
I received notice of a Denial outcome on my child's nursing facility Level of Care (NF LOC) assessment. 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. 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 child's needs. You also have the right to appeal the decision if you disagree with it.
I received notice of a Short-Term Approval on my child's nursing facility Level of Care (NF LOC) assessment. What happens now?	With a Short-Term Approval on your child's nursing facility Level of Care (NF LOC) assessment, they qualify for nursing facility services. A Maximus team member will speak with you about this in more detail if your child receives this outcome.
I received notice of a Long-Term Approval on my child's nursing facility Level of Care (NF LOC) assessment. What happens now?	With a Long-Term Approval on your child's nursing facility Level of Care (NF LOC) assessment, you qualify for nursing facility services and Home- and Community-Based Services (HCBS) Waiver Services. Your local AAA will speak with you about these options and other community living options through a process called intake counseling.
I know specifically what service (NF or HCBS Waiver) that I want for my child when I contact Maximus to request the nursing facility Level of Care (NF LOC) assessment. Should I tell them this?	Yes, you can let them know specifically what service(s) you are interested in for your child when you contact Maximus to request your child's nursing facility Level of Care (NF LOC) assessment. They can help you with any questions you have about accessing that specific service.
I don't know specifically what service that I want for my child when I contact Maximus to request the nursing	Yes, you can let them know that you are not sure yet which service you want for your child. You may need to make a decision after you receive your child's nursing facility Level of Care (NF LOC) assessment outcome so that you are connected with steps needed to move forward with that service, but your intake counselor can help you with that decision.



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facility Level of Care (NF LOC) assessment. Should I tell them this?	