



Indiana Level of Care Assessment Representative (LCAR)

Indiana Level of Care Assessment Representative (LCAR): AssessmentPro Process Reminders | Q&A Resources for AAAs

ASSESSMENTPRO TIPS: Intake Counseling and Assessment Request Form Process Reminders



1. Selecting TBI Waiver or TBI Waitlist on Intake Counseling Form

Do not select TBI Waiver or TBI Waitlist on an Intake Counseling Form unless there is a 450B form attached to a current Level of Care (LOC).

2. Note Waiver Status and When Placed on Waitlist, If Applicable

When entering information in the Assessment Request Form, be sure to note the person's waiver status and if applicable, when they were placed on a waitlist.



RESOURCES: Q&A Guidance for AAA Providers

To ensure smooth coordination and reduce confusion for members, please use the guidance below when responding to calls and questions.

- **Waitlist-Related Questions:**

AAAs should assist callers with questions about the waitlist and provide support, rather than redirecting these calls to Maximus.

- **Level of Care (LOC) and Assessment Requests:**

For members who need a Level of Care assessment, AAAs should direct the request through the proper referral process (CHAT/MCE/LCAR form submission).

- **Appeals and Waivers:**

Appeals and waiver applications should not be routed to Maximus.

AAA/ADRC and ICMs may inquire if an appeal was filed or have general questions about the appeal process may be emailed to BDS at

ddarsappeals@fssa.in.gov.

- **General Questions:**

If AAAs receive questions outside of the above categories, please refer to the contact guide below for direction.

If you have specific questions on alignment or need clarification about where calls should be directed, please contact LCAR Help Desk's AAA-dedicated email: INLCAR-AAA@maximus.com for support. We appreciate your continued partnership in helping members navigate services effectively.

SUPPORT: Contact the Indiana LCAR Help Desk



Please reach out to the LCAR Help Desk team about a current assessment or other questions:

- Program support – AAA/ADRC and ICMs-dedicated email: INLCAR-AAA@maximus.com
- Program support – phone: 833.597.2777
- Indiana LCAR Website: <https://www.INLCAR.com>