Indiana Level of Care Assessment Representative (LCAR)

Indiana Level of Care Assessment Representative (LCAR) Newsletter: Marking National PACE Month | Best Practice Reminders & New Resource

National PACE Month – Celebrating Our Partnership in Supporting Indiana's Older Adults

This past September, organizations across the country recognized **National PACE Month**, celebrating the Program of All-Inclusive Care for the Elderly (PACE) and the vital role it plays in helping older adults remain healthy, independent, and connected to their communities.

PACE and IN LCAR share the same goal: helping Hoosiers access the services they need while remaining in the least restrictive setting possible. PACE is built on a philosophy of keeping eligible older adults living as independently as possible in their communities. Every successful referral, assessment, and care plan contributes to that mission. Organizations like yours help participants to access coordinated care that supports their health, dignity, and ability to remain in the community for as long as possible.

"National PACE Month is a wonderful opportunity to recognize the dedication and compassion of the state's PACE providers," Maximus – Indiana Level of Care Assessment Representative (LCAR) Senior Program Manager, **Kelly Richards** shared. "Our LCAR team is grateful for your partnership. Together, we are helping individuals access the care and services they need while promoting independence, dignity, and quality of life in the communities they call home."

With this recent celebration of National PACE Month, we extend our sincere appreciation to the PACE providers and team members who make this innovative model of care possible. Thank you for your continued partnership and for the positive impact you create for Indiana's older adults and their families.

REMINDERS: Best Practice Processes

1. **Accurate contact information remains one of the most important factors in timely** assessment **scheduling and completion**. Always ensure the participant and caregiver contact information is current at the time of referral.

2 **Sensitive topics may be discussed during the assessment**. Be sure to inform the participant upfront that your discussion may include areas that feel personal, such as toileting, dressing, bathing, mental health, behavioral symptoms, driving, or cognitive abilities. This helps the participant make informed decisions about who they would like to have present as a support person during the assessment.

3 **Notify the IN LCAR team of any hospitalizations, nursing facility admissions, or significant status changes as soon as possible**. Keeping the IN LCAR team informed of participant status changes helps avoid unnecessary outreach and scheduling delays.

4 **Encourage participants and caregivers to be available for scheduled assessment appointments**. Having a caregiver or authorized representative present during the assessment can help ensure a complete understanding of the participant's needs.

5 **Provide recent clinical documentation when available including a current diagnosis and medication list whenever possible**. Having this information available during the assessment can save time and improve accuracy, and submitting this documentation to the Help Desk *before the assessment* is even more beneficial. Diagnoses and medications are typically found in clinical documents such as medical records, discharge summaries, or progress notes. Having access to diagnoses and medication information often streamlines the assessment process, particularly for individuals who have difficulty recalling those details or have not recently seen a healthcare provider. If clinical documents are unavailable, a written list of medications and diagnoses is helpful too.

6 **Timely communication regarding changes, cancellations, or rescheduling needs helps prevent delays**. Early outreach often helps resolve issues before they impact scheduling or assessment timelines, and questions are always welcome.

TOOLKIT: Digital Release of Information (ROI) Form

We know that PACE Providers frequently have Release of Information (ROI) conversations on the front end of the referral process. To aid you in assisting individuals with completing the form, the IN LCAR team has developed a **simple, accessible Online Digital ROI** for easy use on location.

Simply complete and sign the form, and it submits automatically. You can also access this form at any time via the **IN LCAR Tools & Resources Site**.

SUPPORT: Contact the Indiana LCAR Help Desk

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

- Program support – general email: **INLCAR@maximus.com**
- Program support – phone: **833.597.2777**
- Indiana LCAR Website: **https://www.INLCAR.com**