



Office of Medicaid  
Policy & Planning

THE MONTHLY  
LEGISLATIVE NEWSLETTER

# medicaid connect

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## Medicaid Director's Message



As mentioned last month, Indiana Medicaid is entering a period of leadership transition as I step away from FSSA after eight years and Cora Steinmetz begins her tenure as Medicaid Director on August 14. Cora joined FSSA this month and we are spending full days together over the next several weeks cross-training and attending meetings (like this summer's MAC meetings) to ensure a smooth and seamless transition.

We've talked about "readiness" in the context of program launches – the detailed process of



ensuring we are 100% ready to launch important programs and initiatives. This

leadership transition is no different. Our goal during this extensive and intensive cross-training period is to fully prepare Cora to support and strengthen the noble and critical mission of Indiana Medicaid – *building programs and processes that enable Hoosiers to live in fully engaged communities and reach their greatest emotional, mental and physical well-being.*

I am deeply humbled to have served Indiana Medicaid. Over the last six years, we have expanded services like telehealth and SUD and SMI treatments to reach more Hoosiers in need. We are preparing to launch new reform initiatives such as Indiana PathWays for Aging (a program for aging Medicaid members) and implemented the provider reimbursement rate matrix. We have become a national leader in managed care alignment, compliance and oversight. And our Healthy Indiana Plan continues to be a model for other states to follow. Our Indiana Medicaid team has so much to be proud of!

Now, under Cora's leadership, Indiana Medicaid is poised to continue these important initiatives and to discover new opportunities to improve and strengthen Indiana's health care landscape.

Thank you for your continued partnership!

All our best,

Allison Taylor and Cora Steinmetz

*OMPP Centering Goal: Collaborate to improve member and provider experience.*

## FSSA Resources and Links

### Legislative Resources

- [Medicaid Connect Legislative Resources](#)
- For constituent issues, please email [Legislative.Inquiries@fssa.in.gov](mailto:Legislative.Inquiries@fssa.in.gov)
- FSSA Legislative Inquiry downloadable form (authorization to act on constituent's behalf) [here](#)

### Medicaid Resources

- [Indiana Medicaid](#)
- [How a return to normal will impact some Indiana Medicaid members](#)

### FSSA Resources

- To be added to FSSA's stakeholder communication listserv, click [here](#).
- [Indiana 211](#) is a free and confidential service helping Hoosiers across Indiana find the local resources they need including food pantries, cash assistance and housing assistance. Navigators are available 24/7. Dial 211 or (866) 211-9966. Text your zip code to 898-211 (available Mon-Fri 8 a.m.-5 p.m. ET)
- FSSA's printable [resource guide](#) contains information about the programs provided and administered by FSSA and gives direction on how Hoosiers qualify to receive assistance. The quick reference contact list (page 2 of the guide) is shown.

### Quick Reference Contact List

**Eligibility for programs / Division of Family Resources**  
800-403-0864

**Adult Protective Services state hotline**  
800-992-6978

**988 Crisis and Suicide Lifeline**  
As of July 16, 2022, 988 is now live as a new national three-digit dialing code for reaching The Suicide & Crisis Lifeline, formally the National Suicide Prevention Lifeline. The current long-form phone number of 800-273-TALK (8255) will also continue to be an option.

**To report fraud**  
800-403-0864 or [reportfraud@fssa.in.gov](mailto:reportfraud@fssa.in.gov)

**To report issues with group homes, assisted living, etc.**  
800-545-7763 or [bqis.help@fssa.in.gov](mailto:bqis.help@fssa.in.gov)

**To report child care issues**  
877-511-1144

**To report child abuse (Department of Child Services)**  
800-800-5556

**Office of Communications and Media**  
317-234-0197

**Indiana 211**  
Get help or speak with a community navigator 24/7/365  
Dial 2-1-1 or 866-211-9966 (available 24/7)  
Text your ZIP to 898-211 (available M-F, 8-5 Eastern)

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