



Mike Braun, Governor
State of Indiana

Indiana Family and Social Services Administration
Division of Disability and Rehabilitative Services

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FACT SHEET

About Level of Care Assessment Representative – Overview For Aging and Disability Resource Centers, Options Counselors

The Family and Social Services Administration is dedicated to enhancing the quality and efficiency of assessing eligibility necessary to access specific available services and support. The Level of Care Assessment Representative process is designed to streamline the eligibility evaluation to determine Nursing Facility Level of Care for Home and Community-Based Waiver Services and Nursing Facility Admissions.

The Level of Care Assessment Representative implementation is set to launch on July 1, 2025. The LCAR vendor, Maximus, will assess Nursing Facility Level of Care to determine eligibility for the Health & Wellness (H&W) Waiver, Traumatic Brain Injury (TBI) Waiver, PathWays for Aging Waiver, and Nursing Facility Admissions.

Streamlining the level of care evaluations and determination by the LCAR vendor will empower H&W Waiver and TBI Waiver Case Managers (CMs) and PathWays for Aging Waiver Service Coordinators to fully focus their attention on enhancing the coordination of paid and unpaid supports and services.

What is the Level of Care Assessment Representative?

The LCAR vendor, Maximus, is responsible for assessing Nursing Facility Level of Care for Medicaid-eligible individuals entering Medicaid-certified nursing facilities (NF) or specific home-and community-based services waiver programs.

- Beginning July 1, 2025, the LCAR vendor will provide:
 - Level of Care assessments and reassessments
 - LOC determination recommendations
 - Intake counseling for the Medicaid eligible 60 years of age and older population

What waivers are impacted?

Maximus will assess individuals seeking access to services on the PathWays for Aging Waiver, H&W Waiver, or TBI Waiver.



What is my Role as an Aging Disability Resource Center Options Counselor for the TBI/H&W waiver population?

Your role as an Options Counselor will be to provide a person-centered approach in supporting individuals to understand and navigate their options for support. OCs are expected to offer the following services to all individuals seeking services and support:

- Explore information, resources, and service and support options to promote the individual's decision-making process.
- Facilitate options counseling in-person, or by phone, discovering the individual's needs while promoting their strengths and what's most important to them.
- Follow up with the individual to ensure their needs are met or assess whether they require further assistance.
- Assist individuals with application processes.

What if an individual did not meet NFLOC for a waiver?

Maximus will be responsible for mailing all NFLOC outcome letters with appeal rights to the individual. They will offer a referral to the local ADRC, where applicable. If the individual accepts the referral, the ADRC shall proceed with non-waiver information and assistance, options counseling, or other community resources as appropriate.

What if an individual reaches out to me and they are seeking waiver services for the first time?

A referral to the LCAR vendor, Maximus, should be made. In addition, Options Counseling should be made available to the individual to help them best understand and seek available services and support.

Who do I contact if I have questions about my role or responsibilities?

Consult with your supervisor and leadership within your agency.

How can I help an individual receiving the H&W, TBI or PathWays Waiver who has questions about their eligibility?

If an Individual receives the H&W or TBI Waiver, please refer them back to their Case Manager.

If an individual receives the PathWays for Aging Waiver, please refer them to their MCE-Service Coordinator.

OR

The LCAR vendor may be reached through the following contacts:

- Website: INLCAR.com
- Phone Number: 1-833-597-2777
- Email Address: INLCAR@maximus.com