

3618.20.00 MEMBER SERVICES (MED 1)

DFR staff members are responsible for informing ~~applicants and recipients~~ **members** and their representatives about waiver liability and how the process works.

- ~~However,~~ **For members receiving Traditional Medicaid:** ~~s~~Specific questions about the Medicaid HCBS Liability Summary Notice and individual Medicaid claims must be addressed to Member Services. For these issues, Local DFR Offices are to tell recipients and their representatives to call Member Services at (317)713-9627 or toll-free at (800)457-4584.
- **For members enrolled in the PathWays program: Specific questions about the Medicaid HCBS Liability Summary Notice and individual Medicaid claims must be directed to the member's Managed Care Entity.**