



3/01/2024

Indiana PASRR – Program Update: Exciting Changes Ahead with Planned Launch of Level of Care Assessment Representative (LCAR) Services | Review Next Steps | Register for Quarterly Webinar

On behalf of the State of Indiana Family and Social Services Administration (FSSA) and your support team at Maximus, we're pleased to announce an exciting evolution ahead for the PASRR program, as well as other assessment services and resources that help ensure that individuals across the State receive the supports they need.

In the months ahead, numerous State agencies and service entities will work together toward the launch of the Indiana Level of Care Assessment Representative (LCAR) Services. These changes will bring new innovations and a comprehensive, integrated approach to assessment services.

What's changing?

A two-phase approach will be used for the LCAR Services implementation.

LCAR – Phase I

Phase 1 will add a Managed Care Entity (MCE) role so that Level of Care (LOC) assessments can be completed by MCE providers for anyone in the Pathways Waiver. The State currently anticipates implementation of this new process on July 1, 2024.

LCAR – Phase II

Maximus will begin conducting Level of Care Assessments on individuals seeking nursing facility care, individuals in the Pathways Waiver, TBI Waiver, the CHOICE Program, and the Health and Wellness Waiver. Additionally, Maximus will provide Options Counseling and Medicaid Application Assistance. More will be shared about the timeline and next steps for Phase II later this year.

What's not changing?

There are no significant changes planned with the LCAR Phase I implementation for most stakeholders currently involved in PASRR referral submissions. Your PASRR help desk support team contacts and go-to resources site, <https://MaximusClinicalServices.com/SVCS/Indiana> will also remain unchanged.

What's next for the LCAR transition?

As Maximus and the State team move forward with outreach and MCE training, we also know that the continued support of community partners like you will be invaluable to help ensure the LCAR transition process is a success for all program stakeholders and the populations we serve together.

Keeping you informed throughout the transition is one of our most critical goals. Learn more below about the Quarterly PASRR Provider Webinar planned for March 28 and the LCAR-related topics to be covered during this one-hour session. Stay tuned for additional updates as we move closer to the State's anticipated implementation of Phase I process changes on July 1, 2024.



[Register to learn more about the LCAR implementation](#)

Join us for the informative **Quarterly PASRR Provider Webinar**. We will discuss some upcoming process changes for Level of Care screens and some other important PASRR reminders. There will also be time for Q&A with our project team during this informative one-hour session. A recording will be made available after the session for individuals unable to attend.

[Register: Quarterly PASRR Provider Webinar – 10:30 a.m. ET Thursday, March 28, 2024](#)

Who do I contact with PASRR process or system-related questions?

As always, please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

- Email: pasrr@fssa.in.gov
- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

4/10/2024

Indiana PASRR – Learning Opportunity: Review Quarterly PASRR Provider Webinar Recording to Learn More About Launch of Level of Care Assessment Representative (LCAR) Services | Explore Next Steps

The Indiana Family and Social Services Administration (FSSA) and selected partner, Maximus continue to move toward the upcoming launch of the **Indiana Level of Care Assessment Representative (LCAR) Services**. As announced in an earlier communication, these changes will bring new innovations and a comprehensive, integrated approach to several of the State’s assessment services.

The introduction of LCAR Services will be a two-phased approach. **Phase I** process changes, which FSSA anticipates for a July 1 implementation, will focus on adding a Managed Care Entity (MCE) role so that Level of Care (LOC) assessments can be completed by MCEs for anyone in the PathWays Waiver. No significant changes will occur for most stakeholders currently involved in PASRR referral submissions. Your PASRR help desk support team contacts and website also remain unchanged.

In **Phase II**, Maximus will begin conducting Level of Care Assessments on individuals seeking nursing facility care, individuals in the PathWays Waiver, the TBI Waiver, and the Health and Wellness Waiver. Additionally, Maximus will provide Options Counseling and Medicaid Application Assistance. More will be shared about the timeline and next steps for Phase II later this year.

Note: LCAR will not be doing LOC assessments or Options Counseling for the CHOICE program.

NEXT STEPS: LCAR Services – Phase I Transition

Maximus has begun **LCAR Services training sessions for MCEs**, ensuring they’re prepped for their new role in the LOC assessment process. We will continue to keep all PASRR program stakeholders aware of the transition’s progress in the months ahead of the State’s anticipated **July 1 implementation**



for Phase I.

LEARN: Review Recent Quarterly PASRR Provider Webinar Presentation

Thank you to everyone who was able to join the Quarterly PASRR Provider Webinar on Thursday, March 28. If you were unable to attend or would like a refresher on the topics covered during this informative one-hour session, please **click on the links below to watch a video and review the presentation** to learn more about LCAR Services.

- [Quarterly PASRR Provider Webinar | Video – 59:30 mins](#)
- [Quarterly PASRR Provider Webinar | Presentation Slides](#)

SUPPORT: Contact the Help Desk

Please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

- Email: pasrr@fssa.in.gov
- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

5/01/2024

Indiana PASRR: Review Webinar Recording to Learn More About Launch of Level of Care Assessment Representative (LCAR) Services | Explore New PASRR Updates and Reminders

We are now two months away from the anticipated July 1 launch date for the **Indiana Level of Care Assessment Representative (LCAR) Services**. As shared previously, these changes will follow a two-phase implementation approach. This initial **Phase I** transition focuses on adding a Managed Care Entity (MCE) role so that Level of Care (LOC) assessments can be completed by MCEs for anyone in the Pathways Waiver. No significant changes will occur for most stakeholders currently involved in PASRR referral submissions. Training is currently in process for MCEs.

Continue below to review the recent Quarterly PASRR Webinar to learn more about LCAR, including how it will bring new innovations and create a comprehensive, integrated approach to several assessment services. Also review some critical PASRR tips and reminders.

RESOURCES: Review Quarterly Webinar Presentation on LCAR Services

As shared in a previous communication, the recent Quarterly PASRR Webinar included important PASRR reminders as well as an introduction to LCAR Services and next steps in the transition. If you were unable to attend the session or would like a refresher on the topics discussed, be sure to review the presentation video and slides linked below to learn more.



- [Quarterly Webinar: Introducing LCAR and PASRR Reminders | Video – 59:30 mins](#)
- [Quarterly Webinar: Introducing LCAR and PASRR Reminders | Slides](#)

BEST PRACTICES: PASRR Process Tips & Reminders

Phase I of the Indiana LCAR Contract officially kicked off on April 1, 2024. We want to bring to your attention that a change was made to the turnaround time (TAT) for Level of Care Determinations that is now in effect. In the IN LCAR Contract, the turnaround time was updated to 4 calendar days. While Maximus now has a contractual 4 calendar day turnaround completion time for the determination of LOC assessments, providers should expect for them to continue being completed in a similar timeframe as they have been in the past.

The new turnaround time (TAT) is 7 calendar days for a Level II.

Be mindful of the new box recently added to the Level I (LI), which requests a backup contact. Access to this additional contact is helpful in the scheduling process and reminds them that they should put the person in here that would be the best contact to schedule a Level II (LII) assessment.

Moving forward there will be an annual review requirement for PathWays LOC individuals.

A NF Level II extension request requires a PASRR and long form LOC submission.

All PASRR activity must be completed prior to admission for any NF resident. The PASRR outcome must be given before an individual is admitted to the NF. The process needs to be completed in its entirety before they discharge, not just the LII interview.

Attention Hospital Providers: Note that a Level of Care (LOC) is not required unless the individual has Medicaid, MCD pending, or a PASRR LII is needed.

SUPPORT: Contact the Help Desk

Please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

- Email: pasrr@fssa.in.gov
- Phone: 833.597.2777



Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

5/28/2024

Indiana PASRR Program: Important Process Reminder - Regularly Check and Update Your PathTracker Census Queue

Attention Nursing Facilities: An important reminder from FSSA and the PASRR program team at Maximus to review your PathTracker Census Queue in AssessmentPro often and make any appropriate updates in the system to ensure the data is accurate.

Every time a person admits or re-admits to your facility, is discharged from your facility, transfers to a new location, or an individual passes away, these changes should always be reflected in PathTracker as soon as possible.

It's critical that you stay vigilant in keeping the information in PathTracker updated whenever new information becomes available because Medicaid will need the most up to date information to ensure timely payment to the nursing facility and that the individual's benefits are kept current for present or future services.

Additional PathTracker Process Questions? Review the User Guide

[Click here to explore a handy User Guide](#) with links to instructional videos and PDFs that will walk you through various PathTracker processes.

Contact the Help Desk Team

Please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

Email: pasrr@fssa.in.gov

- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

6/07/2024

Indiana PASRR – Quarterly Newsletter: Reminders on July 1 Launch for Level of Care Assessment Representative (LCAR) Services | Register for PathTracker | Review Important PathTracker Process Reminder

FSSA and Maximus are less than a month away from the **July 1 launch for Phase I of the Indiana Level of Care Assessment Representative (LCAR) Services**. Introduced through a two-phased approach, these changes will bring new innovations and create a comprehensive, integrated approach to several assessment services. As shared in previous communications, this initial launch will focus on an important process change – adding a Managed Care Entity (MCE) role so that Level of Care (LOC)



assessments can be submitted to Maximus by MCEs for anyone on the PathWays Waiver. No significant changes will occur for most stakeholders currently involved in PASRR referral submissions.

An introduction to LCAR Services and the next steps were shared during the last Quarterly PASRR webinar in March. If you were unable to attend or would like a refresher on the topics covered, review the session video and slides linked below to learn more.

- [Quarterly Webinar: Introducing LCAR and PASRR Reminders | Video – 59:30 mins](#)
- [Quarterly Webinar: Introducing LCAR and PASRR Reminders | Slides](#)

REGISTER: Quarterly PASRR Provider Webinar – PathTracker Review

Join the program team for an insightful **review of PathTracker and related actions in AssessmentPro**. PathTracker is the nursing facility (NF) census tracking process for PASRR, and a necessary element associated with payment for NF residents.

Who should attend? Though all are welcome to join, this training will be for NF staff who work with PASRR and/or complete admission and discharge notices.

[Register: PASRR Provider Webinar – 2 p.m. ET Wednesday, June 26, 2024](#)

REMINDER: Keep PathTracker Admissions and Discharge Data Current

All NF users in AssessmentPro should be mindful to **review your PathTracker Census Queue in AssessmentPro often and make any appropriate updates in the system to ensure the data is accurate.**

Every time a person admits or re-admits to your facility, is discharged from your facility, transfers to a new location, or an individual passes away, these changes should always be reflected in PathTracker as soon as possible.

It's critical that you **stay vigilant in keeping the information in PathTracker updated whenever new information becomes available** because Medicaid will need the most up to date information to ensure timely payment to the nursing facility and that the individual's benefits are kept current for present or future services.

If you have additional questions, please contact the [Help Desk](#) or review the [PathTracker User Guide](#).

SUPPORT: Contact Your Program Help Desk Team

Please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

Email: pasrr@fssa.in.gov

- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>



7/03/2024

Indiana Program Providers: Level of Care Assessment Representative (LCAR) Services – Phase I Launched July 1 | AAAs – Preview of Phase II LCAR Changes | NFs – On-Demand PathTracker Training Resources

This Monday, July 1, marked the official go-live for Phase I of Level of Care Assessment Representative (LCAR) Services. As shared in previous communications, the process **changes now in effect with this initial phase include the introduction of a new role for Managed Care Entities (MCEs) in the submission of Nursing Facility Level of Care (NFLOC) Assessments for their members seeking admission to nursing facilities.** MCEs have been provided with various training opportunities and learning resources to support these new responsibilities.

Please note that process updates to Waiver LOC Assessments and additional changes to Nursing Facility LOC Assessments will not take place until Phase II, which will launch in 2025.

WHAT’S CHANGING? Spotlight on LCAR Changes for AAAs (Area Agencies on Aging)

Attention AAAs: Read below for a helpful at-a-glance breakdown of process specifics for the newly launched LCAR – Phase I and future Phase II.

AAAs (Area Agencies on Aging)	
NF LOC Assessments	
Phase I Processes – Effective July 1, 2024	Phase II Processes – Coming in 2025
<ul style="list-style-type: none"> Complete NF LOC Assessments for PASRR per current process outside of any Hoosiers enrolled in Pathways Complete all Waiver LOC assessments 	<ul style="list-style-type: none"> Maximus will complete all NF LOC and Waiver assessments
NF LOC Determinations	
Phase I Processes – Effective July 1, 2024	Phase II Processes – Coming in 2025
<ul style="list-style-type: none"> No process changes in existing NF LOC and PASRR determinations will occur after the launch of LCAR Phase I 	<ul style="list-style-type: none"> Maximus will complete both the assessments and determinations for all NF LOC and Pathways, Health and Wellness Waiver, TBI, and PACE LOC's (unless an AAA is contracted with an MCE to complete a CHAT)

Stay posted for future communications which will explore details on Phase II process changes planned for other groups including Nursing Facilities, Hospitals and additional submitters.

OTHER QUESTIONS? Learn More About LCAR Services

Updates will continue to be shared in the months ahead, but if you have specific questions related to the recent LCAR – Phase I changes please review the LCAR Overview on-demand training links below or contact the Help Desk at: pasrr@fssa.in.gov or 833.597.2777.

- [IN PASRR Provider Training: Introducing LCAR – Recording \(59:30\)](#)
- [IN PASRR Provider Training: Introducing LCAR – Slides](#)

REVIEW: On-Demand PathTracker Review Training



Attention Nursing Facility Providers: Thanks to everyone who joined the program support team during last Wednesday’s Quarterly Training Webinar. This session walked attendees through an insightful overview of the PathTracker tool. If you were unable to attend the training or would like a refresher on the topics covered, click the link below to watch a video and review the presentation PDF.

- [Quarterly Training – PathTracker Review | Presentation](#)

Key Takeaway: A critical reminder that all NF users in AssessmentPro should review your PathTracker Census Queue in AssessmentPro often and make any appropriate updates in the system to ensure the data is accurate. If you have additional questions, please contact the **Help Desk** or review the **PathTracker User Guide**.

SUPPORT: Contact Your Program Help Desk Team

Please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

- Email: pasrr@fssa.in.gov
- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

7/17/2024

Level of Care Assessment Representative (LCAR) Services: Important Process Reminder - Options When Entering Medicaid Number in a Level of Care

When filling out the Medicaid number section in a Level of Care, your options include:

- If the individual you are completing a Level of Care Screening on is not a Medicaid recipient, then note “N”.
- If the individual you are completing a Level of Care Screening on is Medicaid pending, then note “+”.
- If the individual you are completing a Level of Care Screening on is a Medicaid recipient, then note “Medicaid #”.

Note: The Medicaid number is identified as the RID # in CoreMMIS. All Indiana Medicaid numbers are 12 digits long, begin with a (1), and end in a (9).

SUPPORT: Contact Your Program Help Desk Team

Please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

Email: pasrr@fssa.in.gov



- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

7/25/2024

Indiana Level of Care Assessment Representative (LCAR) Services – How Level of Care Processes Are Changing for Area Agencies on Aging (AAA) | Admissions for Individuals Coming from Illinois

LEVEL OF CARE REMINDERS: How Processes are Changing with LCAR Services Implementation

As next steps continue in the Level of Care Assessment Representative (LCAR) Services implementation, it's important to keep in mind what process updates have taken place so far with the recent July 1 completion of Phase I and what's still ahead with the Phase II launch in 2025. Continue below for some Q&As that spotlight the changing role for Area Agencies on Aging (AAA) in Nursing Facilities (NF) Level of Care (LOC) Assessments and Determinations.

Are NF LOC Assessment processes changing for AAAs?

With the July 1 LCAR Phase 1 launch, AAA's will continue to complete NF LOC assessments for PASRR with the same process that was in place prior to July 1 for any Hoosiers NOT enrolled in PathWays. Effective July 1, MCE's will complete NF LOC assessments for PathWays members seeking NF admission. With the Phase II transition in 2025, Maximus will begin to complete all NF LOC and Waiver assessments.

Are NF LOC Determination processes changing for AAAs?

With the recent launch of LCAR Phase I, no process changes in existing NF LOC and PASRR determinations have been made. Beginning in Phase II, Maximus will complete both the assessments and determinations for all NF LOC and Pathways, Health and Wellness Waiver, TBI, and PACE LOC's. Note: AAAs will only complete if they have been contracted with an MCE to complete a CHAT.

Have additional questions about the recent LCAR – Phase I launch? Review the LCAR Overview on-demand training links or contact the Help Desk at: pasrr@fssa.in.gov or 833.597.2777.

- [IN PASRR Provider Training: Introducing LCAR – Recording \(59:30\)](#)
- [IN PASRR Provider Training: Introducing LCAR – Slides](#)

BEST PRACTICE: Indiana Admissions for Individuals from Illinois

The Maximus – Indiana support team has recently encountered multiple Indiana admissions coming from Illinois without a correct Indiana PASRR. An important reminder that a new assessment is required before the individual is admitted to a nursing facility in Indiana.

SUPPORT: Contact Your Program Help Desk Team

Please contact the Indiana PASRR Help Desk team to assist you with any PASRR related questions:

Email: pasrr@fssa.in.gov



- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

8/28/2024

Indiana Level of Care Assessment Representative (LCAR) Services: Register for Upcoming Quarterly PASRR Provider Webinar – Wednesday, September 18

Join Maximus – Indiana Team for the next Quarterly PASRR Provider Webinar at 10:30 a.m. ET on Wednesday, September 18. This hour-long webinar is available to anyone who submits or receives completed Level I, Level II, and Level of Care screens for nursing facility (NF) applicants and residents. A recording will be made available after the session for individuals unable to attend.

- Review PASRR and LOC processes, responsibilities, and timelines
- PathTracker admission and discharge for our NF partners
- Q&A – time will be reserved at the end to field questions

[Register: Quarterly PASRR Provider Webinar | 10:30 a.m. – 11:30 a.m. ET Wednesday, September 18, 2024.](#)

SUPPORT: Contact Your Program Help Desk Team

Please contact the Help Desk team to assist you with any PASRR related questions:

Email: pasrr@fssa.in.gov

- Phone: 833.597.2777

Resources are also available to providers on the PASRR Tools and Resources site:

- <https://maximusclinicalservices.com/SVCS/Indiana>

10/08/2024

Indiana Level of Care Assessment Representative (LCAR) Services: Review Process Steps for Level of Care or CHAT Completion

AAAs, MCE case managers and Nursing Facility staff all have the ability to submit the Level of Care (CHAT) for an individual seeking admission to a Nursing Facility. This makes it critical for everyone involved to keep the lines of communication open throughout the process to avoid potentially slowing down the process or generating duplicate submissions.

Continue reading for helpful guidance and best practices to follow when completing a Level of Care (CHAT) for individuals seeking Nursing Facility care.

Who should complete the Level of Care (CHAT)?



If a person in the community needs to admit to a Nursing Facility and that individual has an MCE, then:

- The MCE case manager can complete the CHAT and enter the information from the CHAT into the AssessmentPro Level of Care.
OR
- The AAA or Nursing Facility staff can complete the Level of Care in AssessmentPro. Before doing so, the MCE should first be contacted to ensure that the MCE has not already completed a Level of Care (CHAT) in the AssessmentPro system.

If a person in the community needs to admit to a Nursing Facility and the individual does not have an MCE, then:

- The AAA or Nursing Facility staff can complete the Level of Care in AssessmentPro.

SUPPORT: Contact Maximus - Indiana LCAR Services Help Desk

Do you have other system or process questions? Please contact the Maximus - Indiana LCAR Services Help Desk team to learn more.

The Indiana program team is available to provide you support:

- Email: INLCAR@maximus.com
- Phone: 833.597.2777

12/06/2024

Indiana Level of Care Assessment Representative (LCAR) Services: Action Request – Report Any Individuals Without a Completed Level of Care (LOC) in AssessmentPro Recently Dropped from CoreMMIS

Some Hoosiers approved by FSSA for long term level of care (LOC) using the 450b paper form in the years prior to the implementation of Maximus - PASRR services management never received a LOC submission through the AssessmentPro assessment management system.

Since they don't have a LOC present in AssessmentPro, some of these individuals have been dropped from the State's Core Medicaid Management Information System (CoreMMIS).

ACTION REQUEST: Help FSSA Add Dropped Individuals Back into CoreMMIS

Action Request: Send a spreadsheet listing of any dropped individuals' names, the date of the person's admission to the nursing facility, Medicaid ID numbers, and the date the LOC appears to have been removed from CoreMMIS. Please send this to the FSSA - PASRR Help Desk using the secure email address: pasrr@fssa.in.gov

The FSSA Help Desk team will review the information provided. **Please note that the staff may contact you to request copies of the 450b form to verify NFLOC approval.*

Once all necessary information is received, the FSSA Help Desk will manually add these individuals back into CoreMMIS.



12/16/2024

Indiana Level of Care Assessment Representative (LCAR) Services: Review Important Level of Care (LOC) Updates and Process Requirements

Effective immediately, a Level of Care (LOC) that is determined as short-term will be given a length of stay of 180 days.

The individual will have up to 180 days based on medical need, and should be discharged to a lower level of care once their medical need has been resolved. Any LOCs accompanying a PASRR categorical outcome will continue to reflect a length of stay relevant to the categorical outcome.

Please be sure to review additional LOC reminders noted below.

PROCESS REQUIREMENTS: LOC Tips & Reminders

1. A complete LOC approval and PASRR approval must be completed before an individual admits to a nursing facility. If an individual has an approved LOC and an outcome on the PASRR of Refer for Level II, the PASRR process is not complete.
2. If a nursing facility admits an individual to their facility without the PASRR Level II completed, the facility is not compliant with Medicaid policies. If an individual is in a hospital and the PASRR is not completed, the hospital should not discharge the individual to the nursing facility without a completed PASRR.
3. If an individual is found to be admitted to a nursing facility before the PASRR Level II is completed, the PASRR will be cancelled and the nursing facility will be instructed to submit a new PASRR Level I.