



2/27/2025

Indiana Level of Care Assessment Representative (LCAR) Services: FSSA Launches Final Phase of LCAR Implementation | Register for Coming Changes Webinar | Learn About New Training Series and Resources

The State of Indiana Family and Social Services Administration is pleased to announce the second implementation phase for **Level of Care Assessment Representative (LCAR) Services**. Beginning with its partial launch in July 2024 this portfolio of services managed by FSSA partner, Maximus, brings a comprehensive, integrated approach to Level of Care (LOC) assessment processes. These updates also build upon the PASRR-related activities Maximus has been completing for several years.

Planned to launch on **July 1, 2025**, LCAR Services will provide several types of services and assessments for Hoosiers in, or seeking long-term care in a Nursing Facility, or Long Term Services and Supports through the Health and Wellness, PathWays, or TBI Waivers. LCAR will help Hoosiers navigate complex processes and ensure they receive the appropriate supports to pursue or continue the services they need. These include:

Assessments

- Level of Care (LOC) Assessments for Adults
- Level of Care (LOC) Assessments for Children
- Preadmission Screening and Resident Review (PASRR)

Guidance and Support

- Intake Counseling
- Medicaid Application Assistance

Continue reading below for more information about the transition ahead including a helpful timeline of implementation milestones, registration for an overview session about the coming changes, a preview of other planned training opportunities and new resources, and details on FSSA partner, Maximus.

**Level of Care Assessment Representative (LCAR) Services
2025 Implementation >>> Progress Tracker**



Mid May - Mid June 2025

Stakeholders to attend
LCAR Services
webinar series

Early July 2025

Maximus will host
several post-launch Q&A
sessions for stakeholders



Late February 2025

LCAR Services
phase II announcement
to stakeholders

July 1, 2025

State anticipated Phase II
go-live on July 1

REGISTER: LCAR Services – Coming Changes Webinar

Join Maximus as we introduce these coming changes related to Level of Care and related processes in Indiana. We are excited to introduce these changes, the timeline, and where you can find resources to support you in this process. There will be time for Q&A at the end of this hour-long session.

[Register: LCAR Services – Coming Changes | 12 p.m. ET Tuesday, March 11, 2025](#)

LEARN: Upcoming Webinar Series to Cover Process Changes

In the months ahead, you will also receive details and registration links to a comprehensive series of **LCAR Services – Training Webinars** taking place later this spring. Each session in this learning track has been developed to familiarize program stakeholders with changing processes and ensure you have the resources you’ll need to support these vital services. Key topics to be covered include an overview of roles and responsibilities, as well as AssessmentPro system use and process walkthroughs.

After the July 1 launch, several virtual **Q&A forums** will be held to support LCAR stakeholders. These optional hour-long sessions are available to provide an opportunity to ask any remaining questions you have about new processes.

NEW LOOK: Redesign for LCAR Services Communications

You’ll likely notice some visual changes to this announcement from previous Maximus email outreach. Moving forward, new resources and communications sent in support of LCAR Services will be designed to reflect its parent agency, the Indiana Family and Social Services Administration (FSSA). These changes are an important step in creating a more seamless experience with other Indiana state resources for those seeking information about program service options and support.

SNEAK PEEK: LCAR Services Website

You will also see details in future communications about a **new LCAR Services website** that will launch later this spring. Expanding on the current program page, https://maximusclinicalservices.com/svcs/indiana_lcar, the revamped site will be a comprehensive center for program details, guidelines, and numerous resources. It will be geared toward individuals seeking or receiving support through LCAR, their families and guardians, as well as providers like you who play a vital role in supporting these services.

SUPPORT: Contact the Indiana LCAR Services



Please reach out to the LCAR Services Help Desk team about the LCAR transition, a current assessment, or other questions:

- Program support – email (general questions): INLCAR@maximus.com
- Program support – phone: 833.597.2777

INSIGHTS: About Maximus

For anyone unfamiliar with Maximus, the company has partnered with federal and state agencies since 1975 to meet legislative mandates and operational improvements, including over three decades of partnership with the State of Indiana. The company sets the industry standard for delivering high-quality, innovative, and value-driven healthcare access solutions, including specialized clinical assessment tools, configurable information systems, and comprehensive project management services.

3/05/2025

Indiana Level of Care Assessment Representative (LCAR) Services: FSSA Clarifies Level of Care (LOC) Assessment Reference Dates (ARD)

The Indiana Health Coverage Programs (IHCP) is providing updated guidance related to the Level of Care (LOC) Assessment Reference Dates (ARD) for nursing facility residents.

FSSA will allow retroactively dating the LOC ARD up to 90 days prior to the date the LOC is submitted.

- The ARD cannot pre-date the day Medicaid benefits became active.
- The ARD cannot pre-date the Pre-admission Resident Review (PASRR) Level I assessment date.
- This applies only to LOCs completed for nursing facility admissions.

Providers with an LOC that was denied between November 15, 2024, through February 28, 2025, due to the ARD being prior to the LOC submission date should contact the Level of Care Assessment Representative (LCAR) Help Desk at INLCAR@maximus.com.

3/07/2025

IN Level of Care Assessment Representative (LCAR) Services: Reminders on Recently Announced Final Phase of LCAR Services Implementation | Date for Coming Changes Webinar Rescheduled to March 28, 2025

As shared in a recent communication, the State of Indiana Family and Social Services Administration has announced the second implementation phase for **Level of Care Assessment Representative (LCAR) Services**. Beginning with its partial launch in July 2024 this portfolio of services managed by FSSA partner, Maximus, brings a comprehensive, integrated approach to Level of Care (LOC) assessment processes. These updates also build upon the PASRR-related activities Maximus has been completing for several years.

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Guidance and Support

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Continue reading below for an important update regarding the previously announced date for the LCAR Services – Coming Changes learning session, as well as a preview of training opportunities and new resources.

WEBINAR DATE CHANGED: LCAR Services – Coming Changes Webinar Moved to March 28

Due to changing circumstances, the **LCAR Services – Coming Changes** webinar announced in late February is moving to a different date. Previously scheduled for 12 p.m. ET on Tuesday, March 11, this informative session will now take place at **12 p.m. ET on Tuesday, March 28**. We appreciate your flexibility with this change of date.

During this hour-long session, the LCAR Services – Maximus training team will introduce an overview of coming changes related to Level of Care and related processes in Indiana. We are excited to introduce these changes, the timeline, and where you can find resources to support you in this process. There will be time for Q&A at the end of this hour-long session.

If you are already registered for the session on March 11, no action is necessary. We will automatically reschedule your participation link to the new date/time.

If you are now available to attend the March 28 session or had yet to register for the previously planned date, please use the link below to register.

[Register: LCAR Services – Coming Changes | 12 p.m. ET Tuesday, March 28, 2025](#)

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7/22/2025

Indiana Level of Care Assessment Representative (LCAR): Process Guide – Nursing Facility Residents Seeking Inclusion on a Waiver Waitlist

What is the process for someone who is already in a Nursing Facility (NF) seeking inclusion on a waiver waitlist?

- If the person has had a Level of Care (LOC) with a Long-Term approval given within the past year, the Managed Care Entity (MCE) should notify the LCAR Help Desk at Maximus. The person will then be posted to the waitlist.
- If it has been longer than one year since the person has not had a LOC performed, then the MCE or NF should perform a new LOC and submit it to Maximus. After the LOC is completed and confirmation is made that the appropriate level of care is still being met, Maximus will add the person to the requested waitlist.

8/08/2025

Indiana Level of Care Assessment Representative (LCAR): Best Practice Reminder for AAA/ADRC – Completing a LOC Assessment for Someone in the CHOICE Program

Attention AAA/ADRC:

When completing a Level of Care (LOC) assessment for someone who is in the CHOICE Program, be sure to upload the most recent Service Plan in AssessmentPro.

When uploading the document, AssessmentPro will prompt you to indicate what type of document is being uploaded. Please select *History and Physical* as the type of document when attaching the most recent Service Plan.

Note: This process also applies to other non-waiver AAA programs, such as Title III and SSBG.

8/21/2025

Indiana Level of Care Assessment Representative (LCAR): Attend Upcoming Assisted Living Facility (ALF) Webinar and Q&A Session - Learn More About LCAR, AssessmentPro, Submitting Level of Care Requests

Join the LCAR Training Team at Maximus for an informative hour-long webinar with Assisted Living



Facility (ALF) staff, where we will share information on several important topics critical to your role. A follow-up Q&A session will also be hosted the following week.

Assisted Living Facility (ALF) Webinar | Thursday, August 28

Learn about LCAR, the AssessmentPro system, and guidance on submitting Level of Care requests. There will be time for Q&A with members of our project team, along with information for accessing resources.

- [Register for ALF - LCAR Webinar | 11 a.m. ET Thursday, August 28, 2025](#)

Assisted Living Facility (ALF) Q&A Event | Wednesday, September 3

Use this opportunity to find answers to your questions about AssessmentPro, LCAR, and submitting LOC requests. *Note: No new information will be provided.*

- [Register for ALF- LCAR Q&A Event | 3 p.m. Wednesday, September 3, 2025](#)

SUPPORT: Contact the Indiana LCAR Help Desk

Please reach out to the LCAR Help Desk team about the recent LCAR transition, a current assessment, or other questions:

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Program support – phone: 833.597.2777

Indiana LCAR Website: <https://www.INLCAR.com>