QUESTIONS	ANSWERS
Contact Information and Resource Access	
Who is Maximus?	Maximus is the vendor selected by the State of Indiana to coordinate Indiana Level of Care Assessment Representative (LCAR) Services.
	Maximus already contracts with the State for several different program services. You can learn more about Maximus here: **https://maximus.com**.
How do I contact Maximus with questions about LCAR processes?	Contact by phone: 833.597.2777
	Contact by email: **INLCAR@maximus.com**
	Additional resources: **https://maximusclinicalservices.com/svcs/indiana_lcar**
Who should I contact with questions about AssessmentPro or my system account?	For questions associated with online submissions, assistance with logging in, becoming an AssessmentPro Administrator, questions about a pending Level I Screen, or other general questions, contact the Maximus – Indiana Help Desk at: 833.597.2777 or by email: **INLCAR@maximus.com**.
Where can I find support materials online about Indiana LCAR processes?	For questions about LCAR processes for Managed Care Entities (MCEs), go to the Maximus – Indiana LCAR Tools & Resources page, which has a growing list of content that will eventually include a broad range of helpful content, including contact information, recent announcements, resources, and relevant state links.
	You can find these resources at: **https://maximusclinicalservices.com/svcs/indiana_lcar**.
I know that the process changes being put into place with the LCAR transition are related to Indiana's PathWays for Aging Program. Where can I learn more about PathWays for Aging?	General information about Indiana PathWays for Aging is available on the Indiana FSSA YouTube site: **Information about PathWays for Members (youtube.com)**.
	Details on PathWays for Aging are also available at: **https://www.in.gov/pathways/home/**.
What hours is the Maximus – Indiana Help Desk team available?	Help Desk staff are available for phone inquiries from 8:30 a.m. to 6:00 p.m. EST Monday – Friday. Other support resources are always available for review through the Indiana LCAR Tools and Resources page: **https://maximusclinicalservices.com/svcs/indiana_lcar**.
AssessmentPro – Setup and General System Use Questions	
Who should I contact with questions about AssessmentPro or my system account?	For questions regarding the status of a review, sign into your Maximus AssessmentPro system account and check your Recent Outcomes (two-week history). For difficulties associated with online submissions, assistance with logging in, becoming an AssessmentPro Administrator, questions about a pending Level I Screen, or other general questions, contact the Indiana LCAR Maximus Help Desk at: 833.597.2777 or by

QUESTIONS	ANSWERS
	email: **INLCAR@maximus.com**.
Where can I find Indiana LCAR AssessmentPro support materials online?	Explore the Maximus Indiana LCAR Tools & Resources page, which has a growing list of materials that will include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: **http://www.maximusclinicalservices.com/svcs/indiana_lcar**.
How do I obtain my AssessmentPro username and password?	The MCE were provided some next steps to set up their AssessmentPro login credentials (username and password) during the LCAR webinar event on April 8, 2024. Contact your facility's AssessmentPro Administrator to determine whether you have a valid AssessmentPro account. Your email address is your username. If you have forgotten your password, click the Forgot Password link on the AssessmentPro login page and follow the instructions. A code will be emailed to you so you can set up a new password. If you are not receiving an email after following these steps, contact the Indiana LCAR Help Desk by phone: 833.597.2777 or email to: **INLCAR@maximus.com**. If you need to register as your facility's first web AssessmentPro Administrator, contact the Indiana LCAR Help Desk for assistance.
Can my coworkers and I share a username and password on AssessmentPro?	For HIPAA and security purposes, all AssessmentPro users must have their own unique usernames and passwords. Use of another person's username/password is a violation of the AssessmentPro terms of service and can result in termination of system privileges.
What is the process for Level of Care (LOC) 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

QUESTIONS	ANSWERS
	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 <u>does not have an MCE</u>, then:** The AAA or Nursing Facility staff can complete the Level of Care in AssessmentPro.
Do I need a specific type of web browser to use AssessmentPro?	Yes. To ensure optimum system performance, usage and maintain HIPAA-compliant data security standards, the AssessmentPro system supports the two most recent versions of Microsoft Edge and Google Chrome. If you don't have the right browser, contact your IT Department for assistance.
When registering on the AssessmentPro Registration Form, should I sign up as a Reviewer or an Access Coordinator?	Most MCE users in AssessmentPro will register for the Reviewer role. Only a few members of each team should register as an Access Coordinator. This role will manage the sign up and removal of system access for other AssessmentPro users in your organization. Coordinators should ideally be individuals with some technical or IT knowledge so they can assist other members of their team with registration when needed. Note: if you will be taking on the Access Coordinator role for your facility, you don't need to also register as a Reviewer.
How long do I have to respond to an initial password setup or reset email when I forget my password in AssessmentPro?	Any requests AssessmentPro emails to you for initial password setup or for a password reset are only active for a very short time, approximately 5 minutes or so. You should wait to generate that system message until you are free to quickly locate the email and immediately act on it. Otherwise, the links will expire, requiring you to start the process over.
I would like to review a resource file on the Maximus Indiana LCAR Tools and Resources web page, but it has a "lock" icon next to it and doesn't appear to be accessible. How do I access it?	Some training materials on the Maximus Indiana LCAR Tools & Resources page are password protected. If you see a "lock" icon next to a particular item, take the following steps to open it: - Click the link and when prompted, enter your AssessmentPro system Username (your email address), Password - Click Log In, which will unlock and open the file - All password protected content will now be available for your review for the duration of your web session without any additional log ins
Understanding LCAR-Related Processes for the MCE	
What role will the MCE play in LCAR Services after the Phase I implementation is complete?	The MCE will play a critical role in Phase I changes to the Level of Care submissions process. This transition will add an MCE role so that Level of Care (LOC) assessments can be completed by the MCE for anyone in the PathWays Waiver who resides in the community.

QUESTIONS	ANSWERS
How can I learn more about next steps and available resources for Phase I of the LCAR Services implementation?	To learn more about the Phase I implementation of LCAR Services in the State of Indiana, check on the LCAR Services tools and resources page for transition and webinar announcements, as well as training materials at: **http://www.maximusclinicalservices.com/svcs/indiana_lcar**. You can also contact the LCAR Services Help Desk team: Phone: 833.597.2777 Email: **INLCAR@maximus.com**
What does PASRR require?	The PASRR process requires that all applicants to Medicaid-certified nursing facilities be given a preadmission, preliminary, assessment to determine whether they might have Serious Mental Illness (SMI) or an Intellectual Disability (ID) or Developmental Disability (DD). This is called a "Level I Screen." Individuals with indicators of SMI/ID/DD receive a clinical review to determine if an in-depth evaluation called "Level II" is needed prior to nursing facility (NF) admission. The results of this evaluation also determine the appropriateness of an NF setting and if specialized services are needed relative to the PASRR condition. Regulations governing PASRR are found in the Code of Federal Regulations, at 42 CFR 483.100-138.
What is the purpose of the Level I Screen?	The purpose of a Level I Screen, also known as an identification screen, is to look at an individual's clinical characteristics to establish whether or not they may have a known or suspected PASRR condition. A PASRR condition includes a diagnosis of a Serious Mental Health (SMI) condition and/or an Intellectual and/or Developmental Disability (ID/DD). If a person has a known or suspected PASRR condition, they will receive a comprehensive Level II assessment to determine if their condition qualifies under the PASRR program, the appropriateness of a NF setting for the person, and any services they may need while in the NF.
When is a Nursing Facility Level of Care (LOC) review required?	This answer is in two parts: **Applicant and Resident**. **Applicant**: A LOC review is required from an MCE for a member who resides in the community and is seeking admission to a Medicaid Certified NF. **Resident**: A LOC is required If the nursing facility resident is a PathWays member with a non-time limited LOC approval, then an annual LOC review will be required. is a PathWays member, an annual LOC review will be required.
When is a combination ("Combo"), Level I and LOC review required?	In LCAR - Phase I, when an MCE has turned in a CHAT in AssessmentPro for someone in the community seeking NF admission, Maximus will complete the PASRR Level I Screening and entire PASRR process.

QUESTIONS	ANSWERS
Level of Care	
What is the Assessment Reference Date (ARD) when submitting a Preadmission LOC request?	The date of submission/date of assessment.
What is the Assessment Reference Date (ARD) for a NF extension request (NF resident whose approval period is expiring and needs additional time in the NF)?	The LOC should be submitted 10 days prior to the current expiration date. The ARD is the date of submission/date of assessment. *NOTE: If the LOC is submitted **after** the previous expiration date with a back dated ARD to cover a gap, the ARD will be updated on review to reflect the correct ARD. The correct date will be the date of the LOC assessment.*
What is the Assessment Reference Date (ARD) for a NF resident converting to Medicaid (Medicaid pending)?	Medicaid pending (+ as the Medicaid number) – The ARD is the date of the LOC assessment. NOTE: Individuals applying for Medicaid, the LOC Assessment should be submitted with an ARD that has that is the LOC assessment.
What is the Assessment Reference Date (ARD) for a NF resident converting to Medicaid (active Medicaid)?	As residents become Medicaid-active and will be using Medicaid as the pay source for nursing facility stay; the ARD is the LOC assessment date. *NOTE: If the LOC is submitted with a back dated ARD to cover a gap, then the ARD will be updated on review to reflect the correct ARD. The correct ARD will be the date of LOC assessment.*
What is the Assessment Reference Date (ARD) for Pace?	Per the FSSA the ARD is the first date of the month the screen is submitted.
What is the Assessment Reference Date (ARD) for Status change?	The ARD is the date of submission/date of assessment.