

Indiana LCAR Implementation Kickoff

MCE Welcome Webinar

April 2024



Purpose



**Introduce
Maximus and
project team**



**Coming
changes**



**Provide timeline
of coming
changes**



**Training timeline
and resources**

x Why are these changes occurring?

Indiana Family and Social Services Administration (FSSA) making multi-year reform of its long-term services and supports (LTSS) programs

- Older adults 60 years of age and over
- In the community

Managed Long-Term Services and Supports (MLTSS) program, PathWays for Aging

During Phase 1 Maximus will provide:

- PASRR Level I and Level II
- NF Level of Care (LOC) determinations

During Phase 2 Maximus will provide:

- NF LOC Assessments & Reassessments/renewals
- HCBS Waiver LOC assessments
- Intake Counseling
- Medicaid Application Assistance
- Expanded Helpline Services

Goals of Transformation

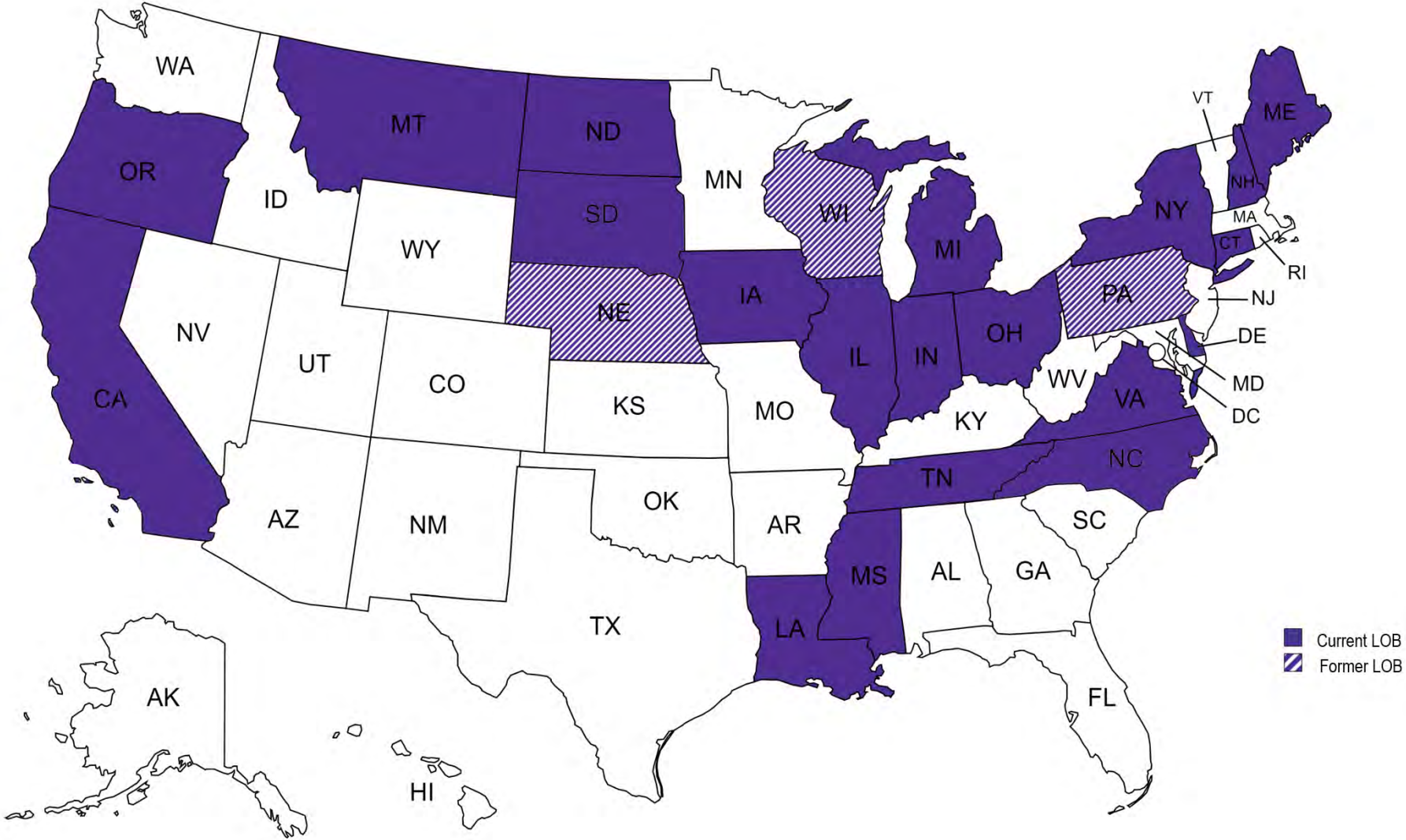
FSSA's goals for these services include:

- Use of a strengths-based, person-centered approach
- Assurance of smooth transitions
- Completion of timely and accurate level of care determinations and handoffs

X How do LOC and PASRR Link?



National Expertise



The Maximus Leadership Team for IN LCAR



Joanna Morgan, MA, MBA
Vice President, Clinical Services



Brad Goodin, MDiv
Program Director



Emily Isaacs, MS/EdS
Clinical Implementation Manager



Ryan Rehder
Project Manager



Rebecca Laney, MA
Quality Sr Manager



Stephanie Pettitt, MSP
Training Sr Manager



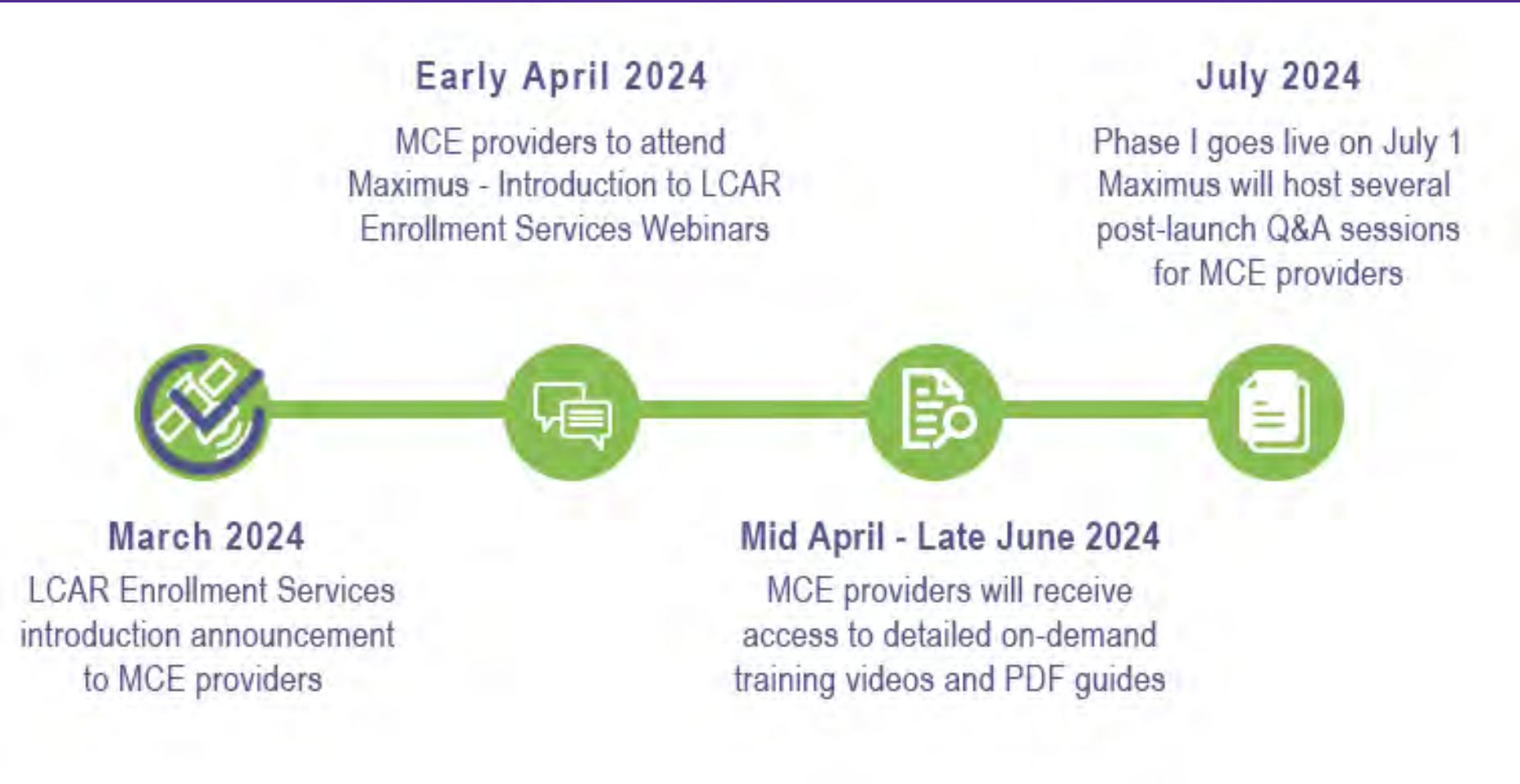
WHAT IS CHANGING?

- MCEs will begin submitting LOC screens for persons in the community
 - In AssessmentPro
 - Aged 60 and older
 - PathWays members
 - Maximus will complete all needed PASRR activity for this specific population
- Hospitals will submit LOC and PASRR Level I when the person is in the hospital going to NF
- NFs will submit LOC and PASRR Level I for their residents
- Annual LOC re-assessments for NF Residents enrolled in PathWays will begin July 1, 2024.

Ensuring that the right people
in your organization receive
system information & training
is



CRITICAL



Phase 1 GO-LIVE 7/1/24
Phase 2 GO-LIVE 2025

Project Timeline: Phase 1



Intro Webinars & Training Videos



On Demand Training

*Step-by-step instruction for all system users,
providing what you need to know to complete
your LOC work*



Go-Live

*MCEs begin submitting LOC assessments in
AssessmentPro*

Annual Reassessments begin

Title	Subjects
PASRR 101	PASRR foundation and process changes. This is a federally required process for NF residency
Level of Care 101	Completing the information Submitting the screen
AssessmentPro	Tour Learning how to use AssessmentPro Learning how to submit a Level of Care

<https://maximusclinicalservices.com/svcs/indiana>

AssessmentPro

AssessmentPro Roles and Responsibilities

Title	Responsibilities/Functions	Notes
Access Coordinator	<ul style="list-style-type: none">• Master user• Approves other users within same facility/agency and terminates• Assigns roles to other users• Search for Members• Submit LOC screens	<ul style="list-style-type: none">• Will need to submit Agreement• Maximus grants approval• Should be the first to register from a facility/agency
MCE	<ul style="list-style-type: none">• Search for Members• Submit LOC screens	<ul style="list-style-type: none">• Will need this role to view training and submit screens

x Registration and Access

1. Determine who will be your AssessmentPro Access Coordinator
 - Can have as many as you want, no fewer than 2 per agency
 - No restrictions on who
2. Maximus will support registration
 - Registration available 4/8.
 - **Complete the form (link in chat) to identify who we should register as Access Coordinators and System Users.**
 - **Feel free to share the link with team members**
3. Registration access and process will also be sent as an email
 - And available on website

Registering for AssessmentPro

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IN LCAR MCE AssessmentPro Registrants

Provide the following information for those who should have MCE access to AssessmentPro.

MCE *

Select

First Name *

Last Name *

Email *

Provide your work email address. This cannot be a shared email.

Best Work Contact Phone *

System Roles

AssessmentPro has two role options available to our Managed Care Entity (MCE) partners.

- **Access Coordinator** - responsible for supporting agency users, assigning roles for agency staff, and maintaining an accurate user list. Can submit level of care screens and access all necessary records for their PathWays members
- **Reviewer** - can submit level of care screens and access all necessary records for their PathWays members

Access Coordinator Role needed? *

If you need to be an access coordinator for your agency, indicate yes. You will be prompted to sign and upload the Access Coordinator agreement form when you log into AssessmentPro the first time.

Yes

No

Send me a copy of my responses

Submit

WHAT YOU CAN DO NOW TO PREPARE

Make sure the staff in your organization who need to be trained are signed up for our ***Newsletter and Updates***—watch for training registration announcements!

To sign up, email: PASRR@FSSA.IN.GOV

Subject line: Add me to the email list!

Forward our emails to co-workers to help them sign up

WHAT YOU
CAN DO
NOW TO
PREPARE

Register for AssessmentPro to access
training content

Watch program and process videos

Available 4/8/24:

PASRR 101

LOC 101

AssessmentPro

We will email a list of videos to you in a coming communication

WHAT YOU CAN DO LATER TO PREPARE

1. Review training content to ensure you are comfortable using AssessmentPro
2. Double check your AssessmentPro password
 - These expire in 60 days without use, so you will likely need to reset your password before July 1, 2024
 - There are instructions available on how to do this
3. Register for a Q&A session

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IN LCAR User Tools site:

<https://maximusclinicalservices.com/svcs/indiana>

To sign up for Maximus email updates and announcements:

Email: PASRR@fssa.in.gov

Subject line: Add me to the email list!

QUESTIONS?

Questions and corresponding answers gathered through webinars will be compiled into an FAQ resource and shared online