

QUESTIONS	ANSWERS
Contact Information and Resources	
How do I contact the Indiana CMHW – Maximus Help Desk?	<p>Contact the Help Desk to support any CMHW related questions and support.</p> <p>Help Desk – phone: 877.431.2777</p> <p>Help Desk email: INCMHW@maximus.com</p>
How does our agency or program get on the Maximus communication distribution list?	<p>To be added to the Indiana CMHW Maximus Help Desk email distribution list, you can email a request to INCMHW@maximus.com beginning on January 1, 2026 with the subject line: “Add my email to the Indiana CMHW Contact List.” This communication should include your name, title, agency/program, email address, and contact phone number.</p>
Who should I contact at Maximus with any questions about the CMHW Access Site process?	<p>To find answers to your program process questions, call the Indiana CMHW Maximus Help Desk: 877.431.2777 or contact via email: INCMHW@maximus.com.</p>
What are hours for making a referral to the CMHW program?	<p>Referrals can be made 24/7 by calling 211 or by submitting a referral online: https://incmhportal.fssa.in.gov/new-referral/.</p>
What hours is the Maximus – IN CMHW Help Desk team available?	<p>Help Desk staff are available for phone inquiries from 8:00 a.m. to 5:00 p.m. EST Monday – Friday with the exception of State holidays.</p>
Who do I contact at FSSA with questions about CMHW?	<p>Contact DMHA via email: DMHAyouthservices@fssa.in.gov.</p>
CMHW Processes and Procedures	
What is High Fidelity Wraparound (HFW)?	<p>High Fidelity Wraparound is an evidence-based program that takes a team approach to support children and youth with significant behavioral health needs. It is designed to help children and youth who may be at risk of out-of-home placement to remain in their homes and communities. It involves creating a comprehensive team around a child or youth and their family to develop a customized treatment plan.</p>
Who is eligible for Child Mental Health Wraparound services?	<p>Indiana's Child Mental Health Wraparound program is designed to serve youth meeting the following criteria:</p> <ul style="list-style-type: none"> • Age 6 through 17 years • Resides in their home or community • Eligible for Medicaid • Has at least two qualifying mental health diagnoses • Is identified through a face-to-face assessment to have significant behavioral health needs <p>The Department of Mental Health and Addiction Services (DMHA) determines eligibility based on the assessment and other clinical documentation.</p>

QUESTIONS	ANSWERS
How can I apply for Child Mental Health Wraparound services (or refer someone else)?	Anyone can make a referral 24/7 by calling 211 or by going to https://incmhwportal.fssa.in.gov/new-referral/ . Once the referral is submitted, it goes to Maximus as the statewide Access Site for Child Mental Health Wraparound services. A Maximus Access Site Coordinator will be contact to discuss next steps within 2 business days of receiving a referral.
Is there other information needed besides the referral for Child Mental Health Wraparound services?	Because the child or youth must have documentation of two qualifying mental health diagnoses from a qualified mental health provider in order to be eligible for Child Mental Health Wraparound services, it is very helpful to provide any available documentation of mental health diagnoses from the child or youth's mental health provider. This information can be provided to Maximus by emailing to INCMHW@maximus.com or faxing it to 877.431.9568, Attn: IN CMHW .
I am making a referral for my child (or my child has been referred by someone else) for Child Mental Health Wraparound services. What happens next?	A Maximus Access Site Coordinator will be in contact with you to help with any questions about the program and to discuss whether the program sounds like a good fit for your family. The Child Mental Health Services program is a voluntary program. If it is not a good fit, the Access Site Coordinator will help connect your family with other services that may better meet your needs. If continuing with the application process for Child Mental Health Wraparound services, the Access Site Coordinator will work with you and your child's mental health provider to obtain diagnostic documentation and schedule a face-to-face evaluation. During the evaluation, the Access Site Coordinator will gather information about your child's mental and behavioral health needs, discuss options for Wraparound Facilitators in your area, and help you with completing all required paperwork for the application process.
What if my child is not eligible for Child Mental Health Wraparound services after applying?	A Maximus Access Site Coordinator will provide you with information about appeal rights, if you would like to appeal the eligibility determination, and will also help connect you with other services and supports.
I am working with a family (through a behavioral health program, educational setting, Department of Child Services case, etc.) that I would like to refer for Child Mental Health Wraparound services. What would be helpful for me to know?	It is very helpful to inform the family before referring them for Child Mental Health Wraparound services so they know what to expect and can make a decision about whether the program is a good for them. The Child Mental Health Wraparound services program is a voluntary program. It is also helpful to include any available documentation of the child's mental health diagnosis(es) with the referral.
My family has completed the assessment and application for Child Mental Health Wraparound services with a Maximus Access Site Coordinator. What is the next step in the process?	Once the assessment is completed and the application for Child Mental Health Wraparound services is submitted, the Division of Mental Health and Addiction (DMHA) will make a determination about eligibility within 5 business days. If eligible for Child Mental Health Wraparound services, DMHA will notify you and your chosen Wraparound Facilitator. If not eligible, the Maximus Access Site Coordinator will contact you to provide you with appeal rights if you would like to appeal the eligibility determination and will also help connect you with other services and supports.