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State of Indiana

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Why is there a waiting list for the Health and Wellness and PathWays Medicaid Waivers?

The Health and Wellness Medicaid Waiver and PathWays Medicaid Waiver have a maximum capacity each year for individuals to receive services. These numbers are determined in the state's Medicaid Waiver application, which is approved by the Centers for Medicare and Medicaid Services (CMS). The Family and Social Services Administration (FSSA) reached the current maximum capacities and implemented a waiting list for individuals seeking to access services through the Health and Wellness and PathWays Medicaid Waivers. FSSA invites individuals off the waiting list as capacity opens.

Whom do I contact to get on the Health and Wellness Medicaid Waiver or the PathWays Medicaid Waiver waiting list?

Your local Area Agency on Aging (AAA) is available to assist you with exploring options for long-term services and supports, including services through the Health and Wellness Medicaid Waiver or the PathWays Medicaid Waiver. You can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/). You'll be connected with options counselors at the Aging and Disability Resource Center. If you are 60 years or older and in the Indiana PathWays for Aging program, please reach out to your Managed Care Entity (MCE) first.

Can I receive other services while I am on the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting list?

Yes, you may be able to receive other services while you're on the waiting list. Options counselors at the AAA/ADRC are available to assist you with exploring options for support and assistance. If you are a member of the Indiana PathWays for Aging program, your MCE is available to assist you.

How can I confirm I'm on the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting list?

Please check the Online HCBS Waitlist Dashboard, available at <https://ddrsprovider.fssa.in.gov/ConsumerInfo>. A guide to accessing and using this resource is available [here](#).



*The dashboard **will** indicate if you are on the waiting list and will show your current contact information. After you are added to the waiting list, it will take at least five (5) business days for the updated status to be reflected on the dashboard. Please note that the dashboard **will not** indicate when you might be invited off the waiting list, because the waiting list is fluid, as individuals are added on a daily basis with varying level of care criteria and dates that impact how individuals are invited. Please refer to the [FSSA: DDRS: HCBS Waiver Waiting List Information](#) webpage for information on how invitations are sent, first for approved priority categories and then based on the original level of care date.*

Please note that it will take at least five (5) business days for your waiting list status to be reflected on the dashboard. If the dashboard does not confirm your waiting list placement, please wait at least one week before reaching out.

This resource provides an opportunity for the individual, family members, or advocates to confirm the individual has been added to the waiting list and to verify the accuracy of the individual's contact information. If the requestor has additional questions or needs to correct the contact information, an email to FSSA can be directly sent from this site.

Is there anything I need to do to keep my spot on the Health and Wellness Medicaid Waiver or the PathWays Medicaid Waiver waiting list?

Once you have received confirmation of your placement on the Medicaid Waiver waiting list, you will remain on the waiting list until your name comes up to be invited to the Medicaid Waiver. Please ensure your contact information stays up to date while you are on the waiting list. You may verify your contact information using the online dashboard (<https://ddrsprovider.fssa.in.gov/ConsumerInfo>). A guide to accessing and using this resource is available [here](#). If any of your information needs to be updated, you may reach out to FSSA through the dashboard.

Who should I contact if I have Health and Wellness (H&W) Medicaid Waiver waiting list-related questions?

Before reaching out to ask if you are on the waiting list, please:

1. Ensure you have completed the process to get on the waiting list. If you have not done this, please contact your AAA to complete the process. You can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/).
2. If you have completed the steps to get on the waiting list, then you may check the waiting list portal, which is a self-service tool to verify your placement on the waiting list
 - a. Please note, it will take at least five (5) business days for your waiting list registration to be added to the portal.

3. If you still have a question or concern about your waiting list placement, your local Area Agency on Aging (AAA) can assist you with your questions regarding your waiting list status. You can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/).
4. If you have confirmed your waiting list placement and consulted your AAA but still have questions, please contact Bureau of Disabilities Services (BDS) Help at bds.help@fssa.in.gov.

Who should I contact if I have PathWays Medicaid Waiver waiting list-related questions?

Before reaching out to ask if you are on the waiting list, please:

1. Ensure you have completed the process to get on the waiting list. If you have not done this, please contact your Area Agency on Aging (AAA)/Managed Care Entity (MCE) to complete the process.
2. If you have completed the steps to get on the waiting list, then you may check the waiting list portal, which is a self-service tool to verify your placement on the waiting list
 - b. Please note, it will take at least five (5) business days for your waiting list registration to be added to the portal.
3. If you have a Managed Care Entity (MCE) and are an Indiana PathWays for Aging member, please direct any additional questions to your MCE.
4. If you do not have an MCE and are not an Indiana PathWays for Aging member, please direct any additional questions to your local AAA. You can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map. (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/).
5. If you still have questions after reaching out to your AAA or MCE, you may reach out to FSSA at medicaid@fssa.in.gov please provide what was given to AAA/MCE.

What documentation do I need to have ready for when I am invited onto the Medicaid Waiver?

To join the Medicaid Waiver, you must have both Medicaid eligibility (financial eligibility, which means full Medicaid coverage with an Aged, Blind, or Disabled benefit aid category) and functional eligibility (Nursing Facility Level of Care (NFLOC)).

To start the Medicaid application process, you can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/).

In preparation for your conversation with your AAA and waiver invitation, please see the ‘Apply for Medicaid Guidance,’ which includes a list of documents you may need. This document is included with your invitation letter and is also held by your AAA.

Please note that the Medicaid application process may go more smoothly if you get help from the AAA. They have years of experience, are well versed in the application process, and offer their services at no cost to the individual.

How will I know when I’m at the top of the Health and Wellness Medicaid Waiver or the PathWays Medicaid Waiver waiting list?

When you reach the top of the Health and Wellness or the PathWays Medicaid Waiver waiting list, you will receive a letter in the mail that invites you to continue the process to pursue your respective Medicaid Waiver. Your options counselor with the ADRC, or your MCE, will make up to four (4) attempts, including mailing you a letter, to contact you to confirm you want to continue the process to pursue the Medicaid Waiver services. If your options counselor or your MCE is not able to contact you within 30 days of your invitation date and confirm your intention to continue the process to access the Medicaid Waiver, they will send you a letter giving you 15 days to respond. If you do not respond within the established timeframe, your invitation will be rescinded. For this reason, it is important that you keep your options counselor or your MCE informed of any changes to your address or contact information. Once you are invited, you are no longer on the waiting list and can reapply at any time.

When I am invited from the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting list to continue the process to access the Medicaid Waiver, how long do I have to respond to the Area Agency on Aging (AAA) or my MCE in order to proceed to waiver services?

You have 30 calendar days from the date of your invitation letter to respond to the AAAs or your MCE’s contact attempts. The invitation letter will be sent to the address on file. Once you are invited, you are no longer on the waiting list and can reapply at any time. If you do not respond to the invitation letter, your invitation to pursue the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver will be rescinded.

What are the expectations of the Area Agency on Aging (AAA) to help me while I’m on the Health and Wellness Medicaid Waiver or the PathWays Medicaid Waiver Waiting list?

The AAA is responsible to support and assist individuals on the waiting list. AAAs are embedded in communities to better serve, engage, network, and refer individuals to community resources. AAAs are expected to support individuals with the following activities that include, but are not limited to:

- Providing assistance with navigating the Medicaid application.
- Exploring the individual’s needs holistically through person-centered practices.
- Referring the individual to community resources.

- Supporting the individual with information necessary for them to make the best-informed decision about services and supports.

What is my spot on the waiting list? When will I be invited from the waiting list?

Individuals on the PathWays Medicaid Waiver and Health and Wellness Medicaid Waiver waiting lists do not have a static place in line. The waiting list is fluid, as individuals are added on a daily basis with varying levels of care criteria and dates that impact how individuals are invited. Please see the text above this FAQ for information on how invitations are sent, first for approved priority categories and then based on the NFLOC assessment date.

In order to increase transparency and help individuals, families, and other stakeholders get more information about the latest invitations, FSSA has added the latest date to be invited to the Waiting List Webpage, [linked here](#).

To confirm that you have been added to the waiting list, you may visit the [online dashboard \(https://ddrsprovider.fssa.in.gov/ConsumerInfo\)](https://ddrsprovider.fssa.in.gov/ConsumerInfo). Please note it will take at least five (5) business days for your name to be added to the waiting list. A guide to accessing and using this resource is available [here](#). If you have additional questions, please reach out to your AAA. Please note that your AAA will not be able to tell you about your place on the waiting list (nor will FSSA) but can provide information regarding your level of care date or priority category status.

What does it mean to be “invited” off the waiting list?

An “invitation” off the waiting list indicates that there is space for you on the respective Medicaid Waiver if you meet all eligibility requirements for receiving services. You have 30 calendar days from the date of your invitation letter to respond to the AAA. The invitation letter will be sent to the address on file. If you do not respond to the invitation letter within 30 days, your invitation to pursue the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver will be rescinded. If you accept the invitation, please work with your options counselor at your AAA to begin the process. If you are enrolled in Indiana PathWays for Aging, please work with your MCE. Once you are invited, you are no longer on the waiting list and can reapply at any time.

Please note that you must obtain Medicaid eligibility before receiving Medicaid Waiver services.

How do I get invited off the waiting list?

You will receive a letter from FSSA inviting you to continue with the process to access the Medicaid Waiver, if eligible. FSSA plans to invite individuals each month as the capacity remains. In order to receive an invitation letter, it is important for individuals on the waiting list to keep their contact information current with their Area Agency on Aging / Aging and Disability Resource Centers (or if you are enrolled in Indiana PathWays for Aging, your MCE). You may verify your contact information at any time using the [online dashboard](#)

(<https://ddrsprovider.fssa.in.gov/ConsumerInfo>). A guide to accessing and using this resource is available [here](#). You have 30 calendar days from the date of your invitation letter to respond to the Area Agency on Aging (AAA) (or if you are enrolled in Indiana PathWays for Aging, your MCE). The invitation letter will be sent to the address on file. If you do not respond to the invitation letter within 30 days, your invitation to pursue the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver will be rescinded.

What is LCAR?

LCAR stands for Level of Care Assessment Representative. The LCAR vendor, Maximus, is responsible for evaluating the Nursing Facility Level of Care for people who are currently using or want to obtain services through a Medicaid-approved nursing home (NF) or specific home-and community-based services waiver program, such as the Traumatic Brain Injury, Health & Wellness, or PathWays Medicaid Waivers.

On July 1, 2024, the LCAR vendor began Preadmission Screening and Resident Review (PASRR) and level of care assessments for individuals entering or residing in a skilled nursing facility.

Beginning July 1, 2025, the LCAR vendor will provide:

- PASRR
- Nursing Facility Level of Care (NFLOC) assessments and reassessments
- NFLOC determination recommendations
- Intake counseling for the Medicaid-eligible 60+ population

LCAR will conduct all Level of Care evaluations for HCBS Medicaid Waiver services on the Indiana PathWays for Aging, Health & Wellness, and Traumatic Brain Injury Medicaid Waivers.

Who is the LCAR vendor?

The LCAR vendor is Maximus.

Will anything change in terms of my length of stay or eligibility for the waiting list?

The implementation of LCAR will not impact your waiting list status.

For more information about the LCAR process, please see the LCAR Frequently Asked Questions.

What do I do when I'm invited off the waiting list?

If it has been more than 11 months since your last NFLOC assessment or if you have not yet completed a full NFLOC assessment, the Level of Care Assessment Representative (LCAR) vendor, Maximus, will conduct a full NFLOC assessment when you are invited off the waiting

list. Those enrolled in Indiana PathWays for Aging will have their MCE complete the assessment and send to LCAR for the determination. Additionally, if you have not applied and been approved for Medicaid, you will need to apply for it. If you meet the NFLOC and are eligible for and have active Medicaid (financial eligibility, which means full Medicaid coverage with an Aged, Blind, or Disabled benefit aid category), you will join either the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver depending on your age (under age 60 or over age 60, respectively). Please communicate with your options counselor from the ADRC or your MCE for detailed information about the steps you need to take to receive Medicaid Waiver services.

FSSA has created checklists to assist you with the invitation process:

- Health and Wellness Medicaid Waiver Waiting List Checklist
- PathWays Medicaid Waiver Waiting List for those on PathWays
- PathWays Medicaid Waiver Waiting List for those NOT on PathWays Program

How long do I have to complete the process to join the Medicaid Waiver?

You have 180 days from the date of your invitation letter to complete the process to join the Medicaid Waiver. This includes accepting your invitation within 30 days (as noted above), getting Medicaid eligibility (financial eligibility, which means full Medicaid coverage with an Aged, Blind, or Disabled benefit aid category) through the Division of Family Resources (DFR), getting functional eligibility with the LCAR vendor, Maximus, and becoming active on the Medicaid Waiver. If you do not complete the entire process within 180 days, your invitation to pursue the Health and Wellness or PathWays Medicaid Waiver will be rescinded. Note that once you are invited, you are no longer on the waiting list and may reapply at any time. If you need any help with this process, you should talk to your AAA or ADRC. You can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/).

I was invited to join the Medicaid Waiver but didn't complete the process within 180 days. Can I reapply?

Once you are invited, you are no longer on the waiting list and can reapply at any time.

What happens if I don't respond to the invitation letter or the outreach from the LCAR vendor?

If you don't respond to the invitation letter within the established timeframe, your invitation will be rescinded. If your invitation is rescinded, you must reapply to rejoin the waiting list.

I am about to move. Does this impact my placement on the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting lists?

As long as you still live in Indiana, moving will not impact your placement on the waiting list. However, it is your responsibility to keep your contact information up to date with your options counselor so that you can be notified when you are invited to continue the process to access the Medicaid Waiver. Keep your contact information updated with your local AAA. You can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/). You may also verify and update your contact information using the online dashboard (<https://ddrsprovider.fssa.in.gov/ConsumerInfo>). A guide to accessing and using this resource is available [here](#). If any of your information needs to be updated, you may reach out to FSSA through the dashboard.

I'm currently on the waiting list but have decided I am no longer interested in receiving services on the Health and Wellness or PathWays Medicaid Waiver. What do I need to do?

Your local AAA/ADRC, or PathWays MCE, can help remove you from the waiting list. Once you are removed from the waiting list, you will have to reapply if you want to seek services through the Health and Wellness or PathWays Medicaid Waiver. After reapplying your placement on the waiting list will reflect a new initial assessment date.

I failed to update my contact information for the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting lists. What should I do?

The options counselors at the AAA/ADRC can assist you with updating your contact information. You may also verify and update your contact information using the online dashboard (<https://ddrsprovider.fssa.in.gov/ConsumerInfo>). A guide to accessing and using this resource is available [here](#). If any of your information needs to be updated, you may reach out to FSSA through the dashboard. As a reminder, it is your responsibility to keep your contact information up to date so you can be reached when you are invited to continue the process to pursue the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver.

Will I have to go to a nursing home now since I can't get on the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver?

Options counselors at the AAA/ADRC are available to assist you with exploring options for support and assistance. For those enrolled in Indiana PathWays for Aging, MCEs are available to assist you with exploring options for support and assistance.

Do I lose my spot on the Medicaid Waiver waiting list if I have to go to a nursing home?

No. Your placement on the Medicaid Waiver waiting list will be maintained while you are in a nursing facility. If your placement in the nursing facility is 60 or more days, it is important that you contact the local AAA/ADRC or, your PathWays MCE, if you have one, and let them know. A nursing facility placement of 60 or more days will qualify you for a priority category to be invited to continue the process to access the Medicaid Waiver.

I am currently receiving Medicaid Waiver services. Will I have to go on the waiting list if my services are interrupted for some reason?

In most cases, you can resume services following a short interruption so long as you remain eligible for Medicaid. You should contact your case manager if you have questions about whether you will resume services.

I was just discharged from a nursing home and need services. Do I need to go on a Medicaid Waiver waiting list?

Options counselors at the Aging and Disability Resource Center at your local Area Agency on Aging are available to assist you with exploring options for support and assistance. If you are enrolled in Indiana PathWays for Aging, please work with your MCE.

I'm on Medicaid. Is being on the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting list going to impact my current Medicaid?

If you currently have Medicaid (financial eligibility, which means full Medicaid coverage with an Aged, Blind, or Disabled benefit aid category), the waiting list will not impact your current Medicaid status.

I'm not on Medicaid. Can I still get Medicaid while I'm on the Health and Wellness or PathWays Medicaid Waiver waiting list?

You may be eligible for Medicaid while you are on the Health and Wellness Medicaid Waiver or PathWays waiting list. You are encouraged to apply for Medicaid. Your local AAA or ADRC may be able to assist you with the Medicaid application process. You can find your AAA's contact information by calling toll free (+1 (800) 713-9023) and/or by visiting the INconnect Alliance webpage's interactive map (www.in.gov/fssa/inconnectalliance/aboutlocations-of-alliance-members/). You may also visit <https://fssabenefits.in.gov> to begin the process.

My Medicaid was just denied. Can I keep my spot on the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting list while I reapply?

Yes. Your spot on the Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver waiting lists will not be impacted. You may reapply for Medicaid at any time.

If your Medicaid was denied after you were invited from the waiting list, but you still wish to join the Health and Wellness or PathWays Medicaid waiver, you must reapply for Medicaid and get approved within 180 days from invite in order to receive waiver services.

If I am eligible for another Medicaid Waiver that also has a waiting list, can I be on multiple waiting lists?

A person may be eligible for more than one Medicaid Waiver and may be on multiple waiting lists. If you access services on a different Medicaid Waiver, you will still remain on the waiting list for the Health and Wellness Medicaid Waiver or the PathWays Medicaid Waiver unless you

request to be removed. You may only receive services from one Medicaid Waiver at a time and would need to stop receiving services on another Medicaid Waiver in order to start receiving Health and Wellness Medicaid Waiver or PathWays Medicaid Waiver services.

Does placement on the PathWays Medicaid Waiver or Health and Wellness Medicaid Waiver waiting list guarantee access to services?

No. Individuals must be assessed to ensure they meet Medicaid Waiver eligibility requirements, including Nursing Facility Level of Care (NFLOC). They must also be eligible for Medicaid. The AAA or LCAR vendor, Maximus, will help individuals invited off the waiting list with these processes.

I am not yet eligible for Medicaid. Can I still receive Medicaid Waiver services?

Medicaid eligibility is required to receive Medicaid Waiver services. If you have been invited off the waiting list and have not yet completed your Medicaid eligibility, your options counselor can help you start the process. You can also contact the Division of Family Resources to apply for Medicaid. If you meet Medicaid eligibility, you will continue the process towards receiving Medicaid Waiver services.

I have turned 60 since joining the waiting list. Will the process be different for me?

If you joined the Health and Wellness Medicaid Waiver waiting list before and have turned 60 years of age since joining the waiting list, you will be automatically transferred to the PathWays Medicaid Waiver waiting list on the first day of the month you turn 60. Then, when it's your turn to be invited off the waiting list, you'll receive an invitation to continue the process for assessing if you can join the PathWays Medicaid Waiver.

If you have a question that is not answered above, contact your AAA. If you need additional information after talking to your AAA, please email Medicaid@fssa.IN.gov.

Is there an anticipated end date for the waiting list?

At this time, there is no anticipated end date for the Waiting List. For information about approved slots and invitations, please see the online waiting list information webpage: <https://www.in.gov/fssa/ddrs/information-for-individuals-and-families/hcbs-waiver-waiting-list-information/>.

Individuals on the PathWays Medicaid Waiver and Health and Wellness Medicaid Waiver waiting lists do not have a static place in line. The waiting list is fluid, as individuals are added on a daily basis with varying NFLOC criteria that impact how individuals are invited. If you have questions about your place on the waiting list, you can reach out to your local AAA. If after reaching out to your AAA you still have questions, you can reach out to FSSA at medicaid@fssa.in.gov. Please note that for the reasons outlined above, your AAA will not be able to tell you about your place on the waiting list (nor will FSSA) but can provide information regarding your NFLOC assessment date or priority category status.