The Work of Transformation

BDS System Consolidation and the Good Life

BDS Provider Services Team

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Vacant

ALL people are empowered to live, love, work, learn, play and pursue their dreams.

Today's Objectives

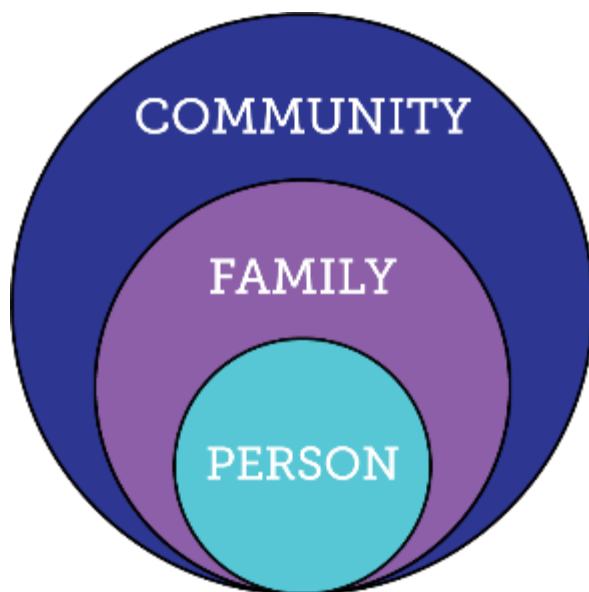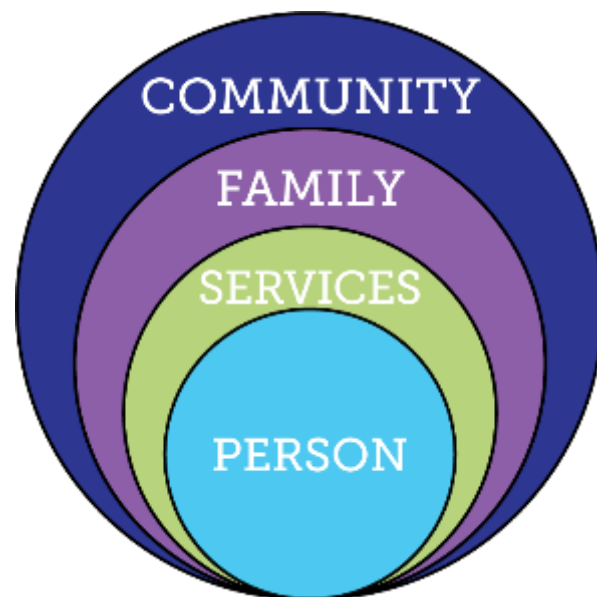| BDS Provider Services Team	LifeCourse Framework	System Consolidation Timeline	Updates since 7/1/2025	BDS Portal
	Certification Issues	Additional Transformations	Help Resources	Acronyms

LifeCourse Framework

Everyone exists within the context of family and community

Traditional Disability Services

Integrated Services and Supports within context of person, family and community

The BDS Mission

"To connect people with disabilities and their families to resources and supports to live their best life."

What is System Consolidation?

The System is a Work in Progress

Transforming Systems = Transforming lives

In support of our mission, BDS has been engaged in a system consolidation project to modernize its Information Technology (IT) systems. Over the last few years, BDS has made significant progress in multiple areas of technology.

System Consolidation Project Timeline

Early 2021: BDS Launches the BDS Gateway as an online avenue for individuals with disabilities and their families to apply for BDS IID (Individuals with Intellectual and Developmental Disabilities) supports.

4th Quarter of 2022: BDS launched significant enhancements to its primary data system known as the BDS Portal. These enhancements resulted in case managers and waiver service providers utilizing a web-based system that is more intuitive, informative, and practical. These enhancements also improved communication among teams and enhanced direct services. The BDS Portal continues to be updated over time through ongoing, planned releases.

System Consolidation Project Timeline

January 2025: The BDS Gateway was further enhanced to allow individuals apply for BDS IID supports and services to have the ability to set up an Access Indiana account, save their application prior to submission and come back to it later, and to manage documents after application submission.

July 2025: BDS implemented further enhancements to the BDS Portal by incorporating the Health and Wellness Waiver and Traumatic Brain Injury Waiver into existing BDS technology systems.

The Latest Updates on July 1, 2025

On July 1, 2025, data for BDS administered HCBS Waivers (H&W/TBI) was migrated from a system known as CaMSS to the BDS Portal. This involved the migration of information for thousands of individuals and providers from one data system to a more modern, intuitive, and practical data system.

What is the BDS Portal?

The BDS Portal is a role-based data system. What does this mean? This means that those who access it do so specifically related to their role in waiver services. For example, case managers utilize case management functions, provider services utilizes functions centered on providers, etc.

What is the BDS Portal?

The BDS Portal moves BDS a step closer to a one enterprise solution for data to be used by BDS Central/District Staff, Case Management Companies ("CMOs"), and Providers.

When accessing the BDS Portal, it is recommended that users access it using one of the following browsers: Google Chrome, Mozilla Firefox, or Microsoft Edge. Internet Explorer is not recommended as it is no longer supported by Microsoft.

Accessing the BDS Portal for ICF/ID Providers (CIH/FSW waivers)

All significant functions in support of CIH and FSW waiver participants are completed in the BDS Portal. This includes service planning, waiver management, provider referrals, provider management, case management, documentation, and pre-waiver activities among others.

2. Case Management Functions

3. Provider Profiles, Referrals, and "Pick" or "Choice" lists.

The BDS Portal for ICF/ID Providers (CIH/FSW waivers)

CIH and FSW providers do have direct access to the BDS Portal.

Providers must complete a quarterly attestation reviewing and confirming their provider profile (demographics, services, counties, contacts).

Providers may add services/counties, deactivate services/counties, update profiles, request privileges, deactivate privileges, and facilitate referrals in the BDS Portal.

Providers are expected to maintain their profiles and access needed documents according to established procedures.

Provider access was a long-desired feature that has been implemented and regular improvements continue to occur.

BDS Portal - First Steps (CIH/FSW)

Upon completion of the BDS provider application, provider applicants are entered into
the BDS Portal in "pending" status until the application has been reviewed and a decision issued.

After completing this BDS Leadership Training Series – Initial Session, BDS reviews provider applications and issues a final decision.

Providers approved by BDS are referred to IHCP to receive Medicaid approval. Once approved by Medicaid, the provider receives a provider ID from Gainwell/Medicaid. BDS Provider Services will verify this ID.

The BDS Provider Service team will then activate the new BDS Provider in the BDS Portal. This includes changing the status from "pending" to "active" and ensuring that the provider is listed on applicable BDS Choice Lists.

The BDS Provider Services Team will then send an electronic invitation to the designated approved provider's CEO and/or System Administrator (SA).

Once a new provider has established access to the BDS Portal, it is recommended the provider also review the Provider Profile to ensure all relevant information is accurate. Additionally, it is recommended to review the available resources and trainings on the "Resource" tab of the BDS Portal.

The BDS Portal for NFLOC Waivers (H&W/TBI)

As I think we all know, on 7/1/25, the H&W/TBI waivers were migrated from CaMSS into the BDS Portal. This included waiver participants, case management, and providers.

What does this mean?

The BDS Portal for NFLOC Waivers (H&W/TBI)

1. All significant functions in support of H&W and TBI waiver participants are completed in the BDS Portal. This includes service planning, waiver management, provider referrals, provider management, case management, documentation, and pre-waiver activities among others.

2. Case Management Functions

3. Provider Profiles, Referrals, and "Pick" or "Choice" lists.

IMPORTANT BDS PORTAL FACTS

1. Case management access is somewhat more limited than it was with CaMSS in that provider entry and profile updates are completed by the BDS Provider Services Team.

2. H&W and TBI providers do not have direct access to the BDS Portal just as was true in CaMSS. Providers must work with an individual's case manager to facilitate referrals, service planning, and budgets. This is a planned feature in a future update, however, a timeline has not yet been established.

3. H&W and TBI providers will receive NOAs, Service Plans, and PCSPs via a password-protected link from the BDDS Portal e-mail. To access these documents, providers should use: PID* followed immediately by the individual's Portal ID (which is in the e-mail). For example, PID*123456. Do not enter only the number – PID* must be in front of it. Of course, providers may also continue to receive or request documents from an individual's case manager and case managers are expected to assist providers with this request. (NOTE: No log-in, sign-in or access credentials are required or available).

H&W and TBI provider certifications

Provider certification for the H&W and TBI waivers is completed by the Office of Medicaid Policy and Planning (OMPP) through their online certification portal.

https://omppproviders.fssa.in.gov/ProviderEnrollmentApplication/s/

This includes new providers, provider recerts, changes of address, changes of ownership, address changes, adding/deactivating services, and adding/deactivating counties. Simple updates, such as a phone number, contact, or e-mail may be submitted directly to BDSProviderServices@fssa.in.gov

Once OMPP completes certification and/or update, your updated information will then need to be updated with IHCP/Medicaid. Once that step is complete, additional systems are updated by OMPP and BDS will receive the information required to update the BDS Portal. BDS Portal updates will automatically update the "pick" or "choice" list as necessary. In most cases, it is not necessary to contact BDS, however, if we require additional information BDS will reach out to the provider. Please note that providers are not placed in the queue until all information to complete the certification or update is received and then entries are made in the order received. Once received, updates typically occur within seven business days.

H&W and TBI provider certifications

Please also note that if you decide as a provider to discontinue being a Medicaid or waiver provider, there are steps you need to take to officially disenroll including contacting Medicaid, OMPP (for H&W/TBI), and BDS (CIH/FSW). Failure to do so may result in unwanted liabilities, continued accountability for reporting requirements, and financial risk. It is the responsibility of the provider to ensure all individuals served are successfully transitioned to a new provider by the CM. Additionally, a provider should not disenroll until all billing has been successfully processed.

Level of Care Assessment Representative (LCAR)

- Effective July 1, 2025, there is one entity that completes all Nursing Facility Level of Care (NFLOC) assessments for those seeking nursing facility placement or Home and Community Based Services via the Health and Wellness, Traumatic Brain Injury, or PathWays waivers.

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- The NFLOC assessment tool for adults did not change. NFLOC will continue to be assessed utilizing the InterRAI-HC tool.

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- July 1, 2025, saw implementation of new tools from the InterRAI suite of tools to appropriately assess NFLOC for children. This includes the InterRAI Peds – HC and the InterRAI Early Years tool.

What is the BDS Leadership Training Series?

We're off on an adventure…

The BDS Leadership Training Series is an introduction to key operational areas that will better equip you to succeed as a provider of HCBS Waiver services in the state of Indiana. While currently limited to provisionally approved providers of the Community Integration & Habilitation (CIH) and Family Supports (FS) Waivers, BDS and OMPP are currently collaborating on training opportunities for Health and Wellness (H&W) and Traumatic Brain Injury (TBI) waiver providers.

Home and Community Support Specialists

A Home and Community Support Professional (HCSP) is a trained professional who provides person-centered support to individuals with disabilities or older adults in home and community settings, helping them with daily living activities and achieving personal goals for independence and community integration. Key responsibilities include assisting with tasks like bathing, meal preparation, transportation, and household chores, while also fostering community connections and adherence to ethical standards, including privacy and safety protocols. In Indiana, a standardized training and certification program for HCSPs was launched on July 1, 2025, to ensure a high-quality, well-trained workforce for Home and Community-Based Services (HCBS).

Improving Alignment

Financial Solvency	Training	Application Processes	Census and Service Expectations	Certifications/Accreditations
Waiver amendments	Approvals	Provider Agreement	Background Checks	Customer Service
		Disenrollment		

Getting the Help You Need as an HCBS Waiver Provider

BDS Help Reminders

- If you are needing a Service Plan to be expedited for review due to loss of service or health and safety concerns, please email BDS.Help@fssa.in.gov.

  BDS.Help is also a great resource for policy, procedure, service definition, and other similar questions.

We're In This Together

If you need additional information,

please contact us at

800-545-7763

BDS.Help@fssa.IN.gov

BDS Help Reminders—Technical Issues

If you are having a technical issue impacting operations, please complete a Jira ticket:

https://www.in.gov/fssa/ddrs/files/Jira-Help-Desk-Web-Portal-Instruct-Prov.pdf

This helps BDS effectively track and trend technical issues to identify if it is individual or provider-specific or a system-wide issue. If you have not gotten a response in a couple of weeks, you may e-mail BDSProviderServices@fssa.in.gov for further assistance. For urgent matters impacting health and safety, contact BDS Help.

RESOURCES FOR HELP

- If you are having a technical issue impacting operations, please complete a Jira ticket:

  https://www.in.gov/fssa/ddrs/files/Jira-Help-Desk-Web-Portal-Instruct-Prov.pdf

  This helps BDS effectively track and trend technical issues to identify if it is individual or provider-specific or a system-wide issue. If you have not gotten a response in a couple of weeks, you may e-mail BDSProviderServices@fssa.in.gov for further assistance.

HCSP Training & Registry Contacts (CIH/FSW only)

Support Hours: Monday - Friday, 8:00 AM - 5:00 PM EST

For HCSP Training questions: hcsptraining@syrahealth.com

Live Agent Chat: Click the chat icon at the bottom right corner of the training platform for immediate assistance: https://infssa-syrahealth-hcsptraining.yeslms.com

Training Portal Knowledge Base: https://yeslms.zendesk.com/hc/
- For HCSP-specific help: Search "HCSP" in the knowledge base.

For Managers: Please refer to your original group code and onboarding instructions email for guidance on getting learners onboarded and setting up your organization in the system. If you still need help, please contact support@yeslms.com

For training portal technical issues: support@yeslms.com

Stay Connected

Sign up for the DDRS listserv (this is on your provider agreement)

https://public.govdelivery.com/accounts/INFSSA/subscriber/new

Follow the BDS FB page:

https://www.facebook.com/Indiana-Bureau-of-Developmental-Disabilities-Services-318818311807579/

Complaints

- Any individual, guardian, family member, and/or community member has the right to file a complaint on the behalf of an individual receiving waiver services through BDS. You can file a complaint it you feel that the provider has not followed state and/or federal rules or program requirements.

- BDS will then investigate the complaint and determine the best course of action to assess the situation.

- BDS investigates complaints for violations of Indiana Administrative Code. Investigations may include requesting and obtaining information from the provider, site inspections, interviews with the individual and other members of the team, etc.

Complaints can be filed using the online complaint form or by calling 800-545-7763.

When to Contact DDRS

Questions or concerns related to:

- Notice of Action (NOA)
- Service Plan
- Approved Units
- Short- and Long-term Budget Requests
- Service Delivery – Policy, Guidance

Contact Information:
Submit a Jira Ticket.
If unable to resolve, contact:
bds.help@fssa.in.gov

When to Contact Gainwell Technologies

Questions or concerns related to:

- Claim concerns
- IHCP Portal Issues
- Enrollment Questions

Key Fact: If you are having difficulty with claim payments, inquiries can be submitted via secure correspondence on the IHCP Healthcare Portal

When to Contact OMPP

Questions or concerns related to:

Escalation of unresolved claim denials or concerns

Reimbursement

Escalation of unresolved provider enrollment concerns

Contact Information:
- Reimbursement Team: FSSA.IHCPReimbursement@fssa.IN.gov
- Provider Relations: OMPPPProviderRelations@fssa.IN.gov

Images: Flaticon.com

When to Contact Gainwell Technologies

Region	Consultant	Email	Telephone	Counties Served
1	Michelle Walls	INXIXRegion1@gainwelltechnologies.com	317-488-5071	Fulton, Jasper, Lake, LaPorte, Marshall, Newton, Porter, Pulaski, St. Joseph, Starke
2	Jill Harris	INXIXRegion2@gainwelltechnologies.com	317-488-5080	Allen, Adams, Blackford, Dekalb, Elkhart, Huntington, Jay, Kosciusko, LaGrange, Noble, Steuben, Wabash, Wells, Whitley
3	Gabrielle Anderson	INXIXRegion3@gainwelltechnologies.com	317-488-5324	Benton, Boone, Carroll, Cass, Clinton, Delaware, Fountain, Grant, Hamilton, Howard, Madison, Miami, Montgomery, Tippecanoe, Tipton, Warren, White
4	Kassandra Johnson	INXIXRegion4@gainwelltechnologies.com	317-488-5153	Bartholomew, Dearborn, Decatur, Fayette, Franklin, Hancock, Henry, Jackson, Jefferson, Jennings, Ohio, Randolph, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne
5	Jeannette Moore	INXIXRegion5@gainwelltechnologies.com	317-488-5186	Marion
6	Emily Redman	INXIXRegion6@gainwelltechnologies.com	317-210-2618	Brown, Clay, Daviess, Greene, Hendricks, Johnson, Knox, Lawrence, Martin, Monroe, Morgan, Owen, Parke, Putnam, Sullivan, Vermillion, Vigo
7	Tami Foster	INXIXRegion7@gainwelltechnologies.com	317-286-6894	Clark, Crawford, Dubois, Floyd, Gibson, Harrison, Orange, Perry, Pike, Posey, Spencer, Vanderburgh, Warrick
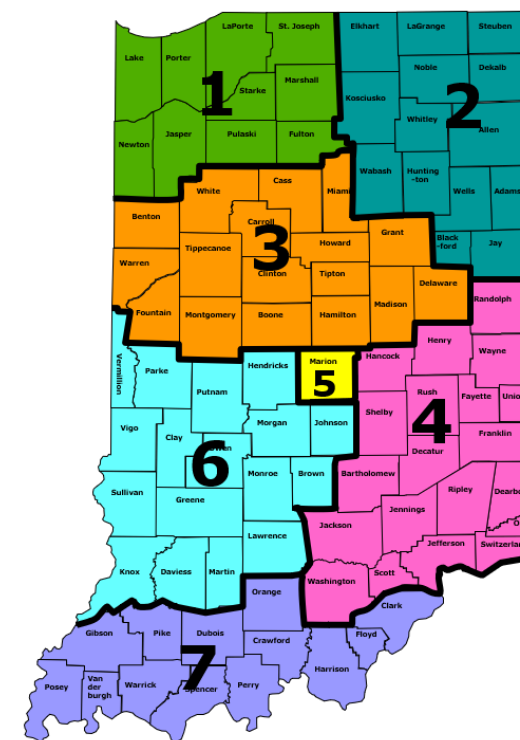
When to Contact an MCE (PathWays only)

Questions or concerns related to:

- Claim concerns
- MCE specific portal issues
- Contracting
- Service Authorizations

- Anthem Provider Relations: INMLTSSProviderRelations@anthem.com
- Humana Provider Relations: INMedicaidProviderRelations@humana.com
- UHC Provider Relations: IN_ProviderServices@uhc.com

Additional Resources

- [HCBS Waiver Provider Manual](#)
- [OMPP Provider Certification Portal](#)
- [DDARS Updates and IHCP Bulletins Registration](#)
- [BDS Monthly Provider and Case Manager Webinars](#)
- [460 IAC](#)
- [455 IAC](#)

ACRONYMS:
Learning the Language

- AAA: Area Agencies on Aging
- BDS: Bureau of Disabilities Services
- BBA: Bureau of Better Aging
- CIH: Community Integration and Habilitation waiver
- DDRS: Division of Disability and Rehabilitative Services
- EVV: Electronic Visit Verification
- FFS: Fee-for-Service
- FSW: Family Supports waiver
- HCBS: Home and Community Based Services
- H&W: Health and Wellness waiver
- IHCP: Indiana Health Coverage Programs
- MCE: Managed Care Entity • NOA: Notice of Action/SA – Service Authorization
- OMPP: Office of Medicaid Policy and Planning
- TBI: Traumatic Brain Injury waiver

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Questions?

We'd appreciate your feedback!

TQRCG