



The OMPP HCBS Certification Guide

2026 IHCP Works Annual Seminar



Agenda

- Common Acronyms
 - PAN vs. ATN
- Updating Information on the OMPP Certification Portal
- Common Issues with HCBS Certification
- HCBS Moratorium
- Provider Certification Renewals
- Obtaining Copies from the OMPP Certification Portal
- Resources
- Communicating with the OMPP Certification Team
- Questions

Common Acronyms

- A&D: Aged & Disabled Waiver
- AAA: Area Agencies on Aging
- ATN: Application Tracking Number
- BBA Bureau of Better Aging (formerly DA: Division of Aging)
- BDS: Bureau of Disability Services
- CIH: Community Integration and Habilitation Waiver
- DBA: Doing Business As
- DDARS: Division of Disability, Aging and Rehabilitative Services
- 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
- MCO: Managed Care Organization (formerly MCE: Managed Care Entity)
- OMPP: Office of Medicaid Policy and Planning
- PAN: Provider Application Number
- PSA: Personal Services Agency
- SOS: Secretary of State
- TB: Tuberculosis
- TBI: Traumatic Brain Injury Waiver



PAN vs. ATN

- **PAN:** An application submitted on the [OMPP Certification Portal](#)
 - Example: PAN-XX-XXXX
- **ATN:** An enrollment application submitted on the [IHCP Provider Healthcare Portal](#)
 - Example: 123456



Updating Information on the OMPP Certification Portal



OMPP HCBS Certification Portal Homepage



HomeApplications ▼Inquiry ▼

🔔Your Name ▼

Indiana Home- and Community-Based Services (HCBS) Waivers

This portal will be used for provider agencies to become HCBS waiver providers for the following programs:

- Indiana PathWays for Aging
- Health & Wellness Waiver
- Traumatic Brain Injury (TBI) Waiver

New and Returning Providers

Setting Rule Survey

New to the portal? [Register by clicking here](#)

Already registered? Forgot your password? [Click here](#)

Quick Links

Required Documents for Service

Provider Enrollment Application Fee

Instructions for Fingerprinting

Provider Enrollment Risk Levels and Screening

DDRS Waivers (Developmental Disabilities)

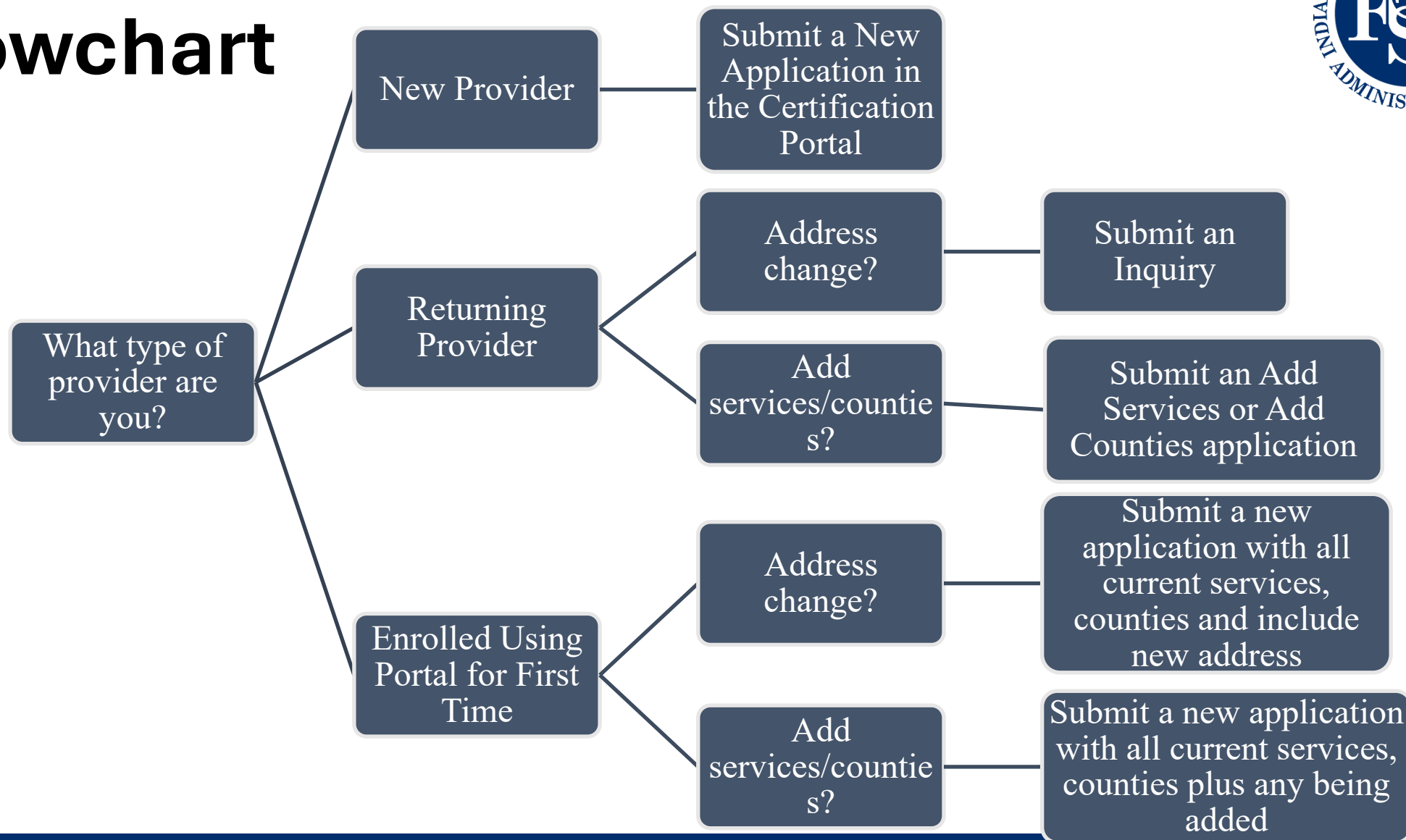
DMHA Waivers (Division of Mental Health and Addiction)

Medicaid HCBS Certification





Flowchart





Provider Scenario for Address or Service Updates

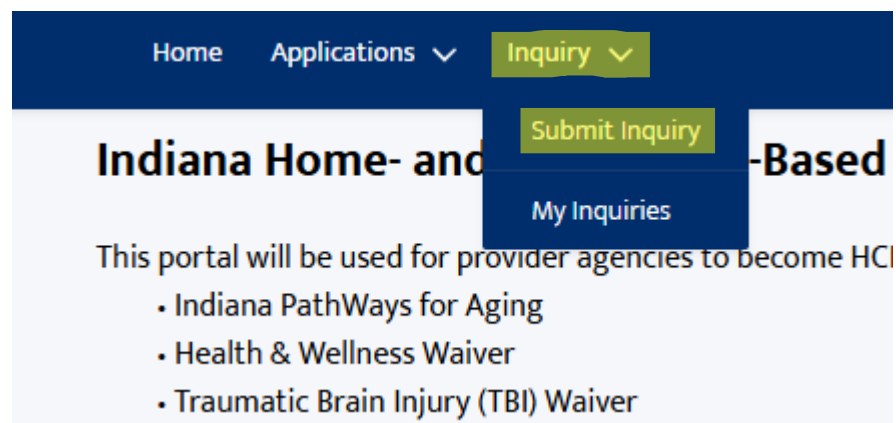
- To determine the correct process, please identify which scenario best describes your situation:
 - **New Provider** – Has not completed an application in the OMPP Certification Portal
 - **Returning Provider** – Previously completed an application in the OMPP Certification Portal
 - **Enrolled Providers Using Portal for First Time** – Enrolled in HCBS but has never used the OMPP Certification Portal



How to Request Address Changes

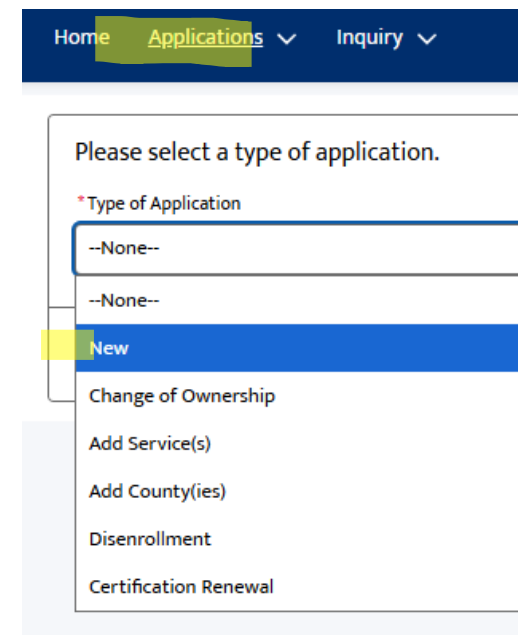
Returning Providers

- Submit an Inquiry to request the address change:



Enrolled Providers Using Portal for First Time

- Submit a New Application in the OMPP Certification Portal
 - Select all currently approved services and counties and include new address



Additional Information Regarding Address Changes

- Providers **MUST** receive an updated waiver certification letter **PRIOR** to updating their provider profile information with Gainwell Technologies (Gainwell).
- If providers try to update their address with Gainwell before receiving an updated letter via the OMPP Certification Portal, **your ATN with Gainwell will be denied.**





How to Add Service(s)

Returning Providers

- Submit an Add Service(s) application:

A screenshot of the IFSSA portal's 'Applications' dropdown menu. The menu is open, showing a list of application types. The 'Add Service(s)' option is highlighted with a blue background and a yellow highlight. The other options are: --None--, --None--, New, Change of Ownership, Add County(ies), Disenrollment, and Certification Renewal. The text 'Please select a type of application.' is at the top of the dropdown.

Enrolled Providers Using Portal for First Time

- Submit a New Application in the OMPP Certification Portal
 - Select all currently approved services and counties plus any being added

A screenshot of the IFSSA portal's 'Applications' dropdown menu. The menu is open, showing a list of application types. The 'New' option is highlighted with a blue background and a yellow highlight. The other options are: --None--, --None--, Change of Ownership, Add Service(s), Add County(ies), Disenrollment, and Certification Renewal. The text 'Please select a type of application.' is at the top of the dropdown.



Documentation Needed for Any Address or Service Update

- The provider will be required to upload all policy and procedures as prompted in the OMPP Certification Portal:
 - A current organizational chart listing all current employees and vacant positions
 - *All employees are required to be disclosed for all application types and services*
 - *455 IAC 2-9-1.*
- For address changes, the new address is required to be on the following documents (if applicable):
 - Proof of Liability Insurance, Form W-9/EIN, Personal Service Agency License (or Home Health Agency License depending on the service) and the SOS Letter



Reminders regarding updated Certification Letter requests

- Submit the request ASAP
- If first time, formal review can take time to review
 - Review all resources before submitting
 - Ensure there is enough time to complete this process
- Accelerated Revalidations
 - BT2026157 - IHCP provides reminders and FAQs for timely revalidations to avoid disruption to enrollment



Next Steps

- Please make sure to follow steps on updated Certification Letter
- Submit a Provider Update:
 - Updated Certification letter **must be submitted to IHCP Provider Healthcare Portal**
 - If not completed, this can impact the agency
 - Required for address changes, add services etc.
- Proceed to contact MCOs:
 - Present updated Certification Letter to MCOs
 - Must complete Provider Update first before proceeding to this step.

Common Issues with HCBS Certification





Common Issue #1: Background Check Requirements

- The owners background check is always required to be within 90 calendar days of the application submission date.
 - Upon hire background checks for all other employees without ownership responsibilities must be uploaded.
- For agencies with **20 or more employees**, upload the owner background check at submission. Instead of uploading all employee background checks, the agency may provide an employee roster.
 - The certification specialist will then select five non-owner employees for whom background checks must be uploaded during the second review.

Common Issue #2: Currently Enrolled Providers Using OMPP Certification

- Enrolled Providers that are new to the OMPP Certification Portal must:
 - Create an account and submit an initial application
 - Include all previously enrolled services and counties
 - Undergo a formal policy review for compliance
 - Disclose **all** current employees
 - 455 IAC 2-9-1.



HCBS Moratorium





Breakdown of *IHCP Bulletin BT2026124*

IHCP Bulletin BT2026124: IHCP receives approval for an HCBS provider certification and enrollment moratorium

- The CMS approved a statewide certification and enrollment moratorium for certain HCBS 1915(c) waiver providers **effective as of August 1, 2026**. The moratorium will prevent certification and enrollment for certain waiver services as well as changes of ownership, adding counties and adding services subject to the moratorium for existing HCBS agencies.
- Any new waiver certification applications will be expired in the OMPP HCBS Portal for services subject to the moratorium. New waiver certification applications for the CIH and FSW waivers will also be expired for services subject to the moratorium.



Services Subject to the Moratorium

Effective as of August 1, 2026

- Adult Family Care
- Attendant Care
- Behavior Management (H&W, PathWays)
- Behavior Management/Behavior Program and Counseling (TBI, CIH, FSW)
- Caregiver Coaching
- Day Habilitation
- Extended Services
- Facility-Based Support
- Family and Caregiver Training
- Home and Community Assistance
- Home Delivered Meals
- Music Therapy
- Participant Assistance and Care
- Personal Emergency Response System
- Recreational Therapy
- Rent and Food for Unrelated Live-In Caregiver
- Residential-Based Habilitation
- Residential Habilitation and Support – Daily and Hourly
- Respite (CIH, FSW)
- Respite Care Services (H&W, PathWays, TBI)
- Structured Family Caregiving
- Transportation
- Wellness Coordination
- Workplace Assistance

Services Exempt from the Moratorium



Effective as of August 1, 2026

- Adult Day Services
- Assisted Living
- Case/Care Management
- Benefits Counseling
- Career Exploration and Planning
- Community Transition
- Home Modification
- Home Modification Assessment
- Integrated Health Care Coordination
- Nutritional Supplements
- Occupational Therapy
- Pest Control
- Physical Therapy
- Prevocational Services
- Psychological Therapy
- Remote Supports
- Specialized Medical Equipment and Supplies
- Speech/Language Therapy
- Structured Day Program
- Supported Employment
- Vehicle Modifications

Clarifications to 1915(c) HCBS Moratorium



- This **does not** affect providers undergoing revalidation or recertification.
- This **does not** affect a currently enrolled provider's ability to serve Medicaid members for services they are currently certified for.
- Currently enrolled providers **may not** add services subject to the moratorium, add counties for services subject to the moratorium or complete changes of ownership for agencies providing services subject to the moratorium while it is in effect.
- The IHCP will consider limited exceptions to the moratorium. Agencies seeking an exception **must** meet all provider qualifications for service provision and are required to submit a narrative explaining how the provider's exception request will address an access concern with applicable data for the geographical service area requested. **Exception requests without this information will not be reviewed.**

Providers and applicants may submit their request for an exception by emailing OMPPPProviderRelations@fssa.in.gov.

Reminder!

New certification applications that include services currently under the moratorium will be expired.



Provider Certification Renewals



How Do I Know It's Time to Renew?



Mike Braun, Governor
State of Indiana

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning

402 W. WASHINGTON ST., W382, MS07
INDIANAPOLIS, IN 46207-2739

1-800-455-3839
www.in.gov/fssa

Medicaid Waiver Service Provider Certification

Date of Letter

Provider Name

Provider ID

Provider Address

Dear Provider:

The Office of Medicaid Policy and Planning (OMPP) is reaching out to inform you that your provider compliance review for recertification is approaching. Provider compliance reviews are required by all home and community-based services (HCBS) waiver providers every 3 years. Noncompliance with this process will result in corrective action and ultimately decertification.

The provider compliance review for Provider Name is due no later than (PCR Due Date).

You may begin this process at any time.

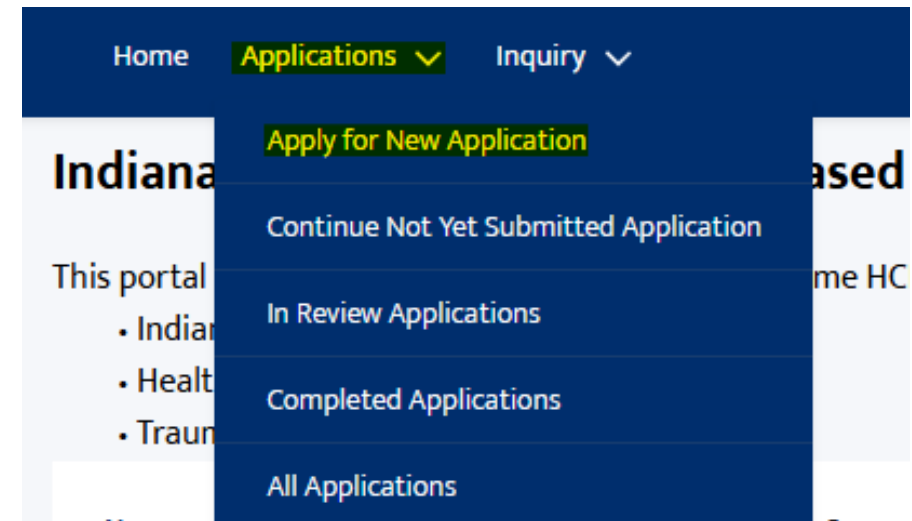
- The agency will receive a notification letter from OMPP three months before the renewal due date.
- Additional reminders will be sent one month prior and again two weeks before the deadline.
- This is a separate process from revalidation with IHCP.
- Every 3 years



How to Submit Renewal Application



- If you have previously interacted with the portal, please login.
 - If it is your first time, you will need to create an account.
- Enter your Provider ID when prompted.
- Select “Applications”, then select “Apply for New Application” as shown.



How to Submit Renewal Application Continued



- Choose “Certification Renewal” under the “Type of Application” drop down, as shown.
- Upload all required policies when prompted.

A screenshot of the IFSSA web application interface. At the top, there is a dark blue navigation bar with the text "Home", "Applications" (highlighted in yellow with a dropdown arrow), and "Inquiry" (with a dropdown arrow). Below this, a white box contains the instruction "Please select a type of application." followed by a label "* Type of Application". A dropdown menu is open, showing a list of options: "--None--", "New", "Change of Ownership", "Add Service(s)", "Add County(ies)", "Disenrollment", and "Certification Renewal" (which is highlighted in yellow). The background of the page is light blue.



Provider Compliance Review Process

- 2 rounds of corrections provided
- Initial Corrective Action Plan (CAP) assigned after 2 rounds
 - Also assigned if corrections not received by deadline.
- Elevated Corrective Action Plan assigned
 - Will be notified of decertification
 - Remaining corrections will be outlined
 - If not met, can lead to decertification and termination



Important Reminders

- Review all resources thoroughly before beginning the renewal process.
- Confirm that all documentation is complete, accurate, and fully compliant prior to submission.
- Submit the renewal application on or before the due date listed in the notification letter.
 - Failure to submit by the due date will initiate a CAP.
 - Lack of response or progress on the CAP may result in decertification.

Obtaining Copies from the OMPP Certification Portal



Copy of Certification Letter



HomeApplicationsInquiry

Provider Application
PAN-25-12-7708

AccountAssigned ToType of applicationStatus

NewExpired

DETAILSRELATED

Provider Application History (6+)

Date	Field	User	Original Value	New Value
7/10/2026, 9:29 AM	Reason Expired	Edwin Ramirez		
7/10/2026, 9:29 AM	Status	Edwin Ramirez	New	
7/10/2026, 9:28 AM	Status	Edwin Ramirez	Not Yet Submitted	
7/10/2026, 9:24 AM	Date of Application	Edwin Ramirez	12/29/2025	
7/10/2026, 9:17 AM	Status	Edwin Ramirez	New	
7/10/2026, 9:17 AM	Status	Edwin Ramirez	Not Yet Submitted	

View All

Notes (0)

Files (1)

Certification Approval

Sep 17, 2026 • 348KB • docx

View All

+ FollowAssociate Provider IDEditNew Note

Post

Share an update...

Share

Search this feed...

Collaborate here!

Here's where you start talking with your colleagues about this record.

Only available if previously completed an application in OMPP Certification Portal!

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Copy of Uploaded Documents



Provider Application Service Name	Created Date	
Sole Proprietorship	12/29/2025, 8:28 AM	▼
Attendant Care	7/10/2026, 9:24 AM	▼
View All		

 Provider Application Documents (6+)				
Provider Application Docu...	Status	Has Attachment	Created Date	
Back Up Plan	New	✓	12/29/2025, 8:28 AM	▼
Background Check	New	✓	7/10/2026, 9:24 AM	▼
Employee's Rights and Res...	New	✓	7/10/2026, 9:24 AM	▼
File Retention Policy	New	✓	7/10/2026, 9:24 AM	▼
Form W-9 Tax Form	New	✓	7/10/2026, 9:24 AM	▼
Full Personnel Policy	New	✓	7/10/2026, 9:24 AM	▼
View All				

Downloading and Uploading Policies



HomeApplications Inquiry

Provider Application Document Back Up Plan

+ Follow

Edit

New Note

DETAILSRELATED

Files (1)

Add Files

Blank word doc

Sep 29, 2026 • 13KB • docx

View All

Notes (0)

Notes & Attachments (1)

Upload Files

Blank word doc

Sep 29, 2026 • 13KB • docx

View All

Provider Application Document History (1)

Date	Field	User	Original Value	New Value
12/29/2025, 8:28 AM	Created.	Edwin Ramirez		

View All

Provider Application Service Documents (2)

Post

Share an update...

Share

Search this feed...

Collaborate here!

Here's where you start talking with your colleagues about this record.

Resources





OMPP HCBS Certification Resources

- Resources found on the Medicaid HCBS Certification webpage:
 - Required Document Definitions
 - OMPP HCBS Pathways Waiver Module
 - DDARS HCBS Waivers Module
 - Single Sheet Summaries
- OMPP Certification Portal - <https://omppproviders.fssa.in.gov/>

Please review our website and resources prior to starting an application!



OMPP HCBS Certification Education

OMPP HCBS Certification Training Videos:

- Demonstration for continuing an application
- Demonstration for updating a returned application

IHCP HCBS Waiver Quick Hit Videos:

- OMPP HCBS 1915c Waiver Provider Change of Address Process
- HCBS Settings Rule
- HCBS Pathways Waiver Incident Reporting



Educational HCBS Waiver Bulletins

- [BT202609: Reminder for TB tests \(SFC\)](#)
- [BT202577: Reminder of HCBS Certification and Enrollment Guidelines](#)
- [BT202488: OMPP clarifies background check requirements for HCBS provider certification](#)
- [BT202472: IHCP announces additional guidance for HCBS provider certification](#)
- [BT202456: Instructions for OMPP HCBS Certification Portal](#)

Please [sign up](#) to receive important news from the IHCP. Be sure to select the following:

“FSSA – Medicaid Policy and Planning”
“Indiana Health Coverage Programs Providers”

Other Important HCBS Resources

- Indiana PathWays for Aging Resources Page
 - Updated waiver amendments: effective as of August 1, 2026.
- Medicaid HCBS Waivers website
 - Updated waiver amendments from DDARS: effective as of August 1, 2026.
- Provider and Case Manager Monthly Webinar
 - BDS provides a monthly webinar for HCBS providers
 - Occurs last Tuesday of every month





Communicating with the OMPP Certification Team

Contacting the OMPP Certification Team

- The best ways to contact our team is through Inquiries or the Chatter feature in the OMPP Certification Portal.
- To submit an Inquiry, providers must have an established OMPP account.
 - Inquiries may be submitted for PAN application status, general questions about the process, portal issues and address changes.
 - **Inquiries are the best option for a timely response.**
- Chatter is available within the portal when an application is actively under review and allows providers to communicate directly with their assigned specialist.
 - Use @tagging (example: @John Doe) to notify the specialist.
- If an application status is Expired, Certification Complete, or Denied, providers should submit an Inquiry rather than a Chatter.





Thank You!



Please scan the QR code and complete the session evaluation survey!



Questions?