

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS

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## FSSA DDARS updates complaint investigation policy for BDS Medicaid and state line services

The Indiana Family and Social Services Administration (FSSA) Division of Disability, Aging and Rehabilitative Services (DDARS) Bureau of Disabilities Services (BDS) is updating its complaint investigation policy for BDS Medicaid and state line services.

The previous version, issued Feb. 21, 2011, required revision to reflect organizational changes and expanded oversight responsibilities. Providers can find more information on the *Bureau of Quality Improvement Services complaints* policy on the [Current BDS Policies](#) webpage at [in.gov/fssa/ddars](http://in.gov/fssa/ddars). The updated policy will be published on the website Jan. 16, 2026.



Key updates that will be effective Jan. 16, 2026, include the following:

- Agency name change: To reflect Bureau of Quality Improvement Services (BQIS) being integrated under the BDS
- Expanded scope: Inclusion of additional waivers now overseen by the BDS
- Clarifications to procedures:
  - ⇒ Triaging and classifying complaints
  - ⇒ Investigation protocols and provider information requests
  - ⇒ Protection of health information and confidentiality standards
  - ⇒ Interview processes and documentation review
  - ⇒ Investigative summaries and corrective action plan procedures
- References: Updated state and federal citations for consistency and compliance

These revisions strengthen transparency, ensure consistency across waiver programs, and reinforce protections for individuals receiving BDS Medicaid and state line services.

For any questions on this policy update, please email BDS at [BDS.Help@fssa.in.gov](mailto:BDS.Help@fssa.in.gov).

### QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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