

Indiana Medicaid Waiver Approval — Step-by-Step

0) Keep this handy

- **Dream Believe Inspire Home Care LLC** (your agency)
 - Phone: [\(317\) 533-3041](tel:3175333041)
 - Email: info@dbihomecare.com
 - Ask families to list us as their **chosen provider** the moment a case manager asks.
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1) Confirm you're applying in the right place

Who to call first (Marion & Hamilton counties):

- **CICOA Aging & Disability Resource Center (Area Agency on Aging)**
[\(317\) 803-6131](tel:3178036131) or [\(800\) 432-2422](tel:8004322422). They schedule the initial screening/assessment.
[CICOA](#)

If you're outside central IN: Use the statewide **Area Agency on Aging finder** or Eldercare Locator [\(800\) 677-1116](tel:8006771116). [CICOA](#)

If you need Medicaid benefits help right now:

DFR Benefits line: [\(800\) 403-0864](tel:8004030864) (apply/ask about your Medicaid case). You can also find the local DFR office via the map on the state site. [Government of India+1](#)

What to ask (script)

“Hi, I'm calling to **start services for home- and community-based care**. We live in [county]. We need to **schedule the in-home assessment** for Medicaid **waiver** services. Are we routed correctly? What's the **earliest appointment** you have?”

Insider tip (legal): Mention **specific safety risks** (falls, missed meds, wandering). It often accelerates scheduling.

2) If you're 60+ (PathWays for Aging)

If the person is 60+ and Medicaid-eligible, they'll enroll in **PathWays for Aging** with one of three Managed Care Entities (MCEs). If you don't know or need to pick/change a plan:

- **PathWays Enrollment Broker:** [87-PATHWAY-4 \(877-284-9294\)](#).
- **Member Support Services (general):** [\(877\) 738-3511](#). [Government of India](#)

Plan phone numbers (members/caregivers):

- **Anthem PathWays Member Services:** [\(833\) 412-4405](#) (TTY 711). [Anthem](#)
- **Humana PathWays Member Services:** [\(866\) 274-5888](#) (TTY 711). [Humana+1](#)
- **UnitedHealthcare PathWays Member Services:** [\(800\) 832-4643](#) (TTY 711). [UHC+1](#)

What to ask (script)

"We're enrolling in **PathWays for Aging** and need the **health needs screening** and case manager assignment started. Please confirm our plan and tell us what's pending on the file."

3) Apply (or confirm) Medicaid eligibility

If not already on Medicaid (or you're unsure), **apply now**—don't wait for the assessment.

- **Apply online:** **FSSA Benefits Portal** (DFR).
- **Phone help / case status:** [\(800\) 403-0864](#) (DFR). Office hours typically **M–F 8:00–4:30** local time. [Government of India](#)

What to ask (script)

"I'm applying for **health coverage/Medicaid** with the intent to receive **home- and community-based waiver services**. What documents should I upload to avoid delays?"

Upload these right away (no waiting to be asked):

- Photo ID, SSN, proof of Indiana address
- Last **3 months** bank statements for all accounts
- Income proofs (SSA, pensions, pay stubs)
- Medicare/insurance cards
- **Doctor letter** on letterhead: ADL/IADL limits, diagnoses, recent incidents (falls, ER)
- Medication list + providers' contacts

4) Book the in-home assessment (AAA/CICOA)

When you call **CICOA ADRC** ([\(317\) 803-6131](tel:3178036131)) ask for the **in-home assessment for HCBS/waiver**. [CICOA](#)

What to say (script)

“We need the **earliest in-home assessment** for Medicaid **HCBS waiver**. Recent events include [falls/missed meds]. We have documentation and can email it today.”

Pro move: Ask for an **email** to send your doctor letter + incident notes **before** the visit so the assessor sees your needs in writing.

5) Track the file weekly (paper trail)

- Call **DFR** ([\(800\) 403-0864](tel:8004030864)) for benefit status and **AAA/CICOA** for assessment status. Log date, name, notes, **reference numbers**. [Government of India+1](#)
- If PathWays: call your plan (Anthem/Humana/UHC) to confirm **case manager assignment** after enrollment. Numbers above.

Escalation line (PathWays general): Member Support Services [\(877\) 738-3511](tel:8777383511) if you don't know the plan or need help navigating. [Government of India](#)

6) Waitlist reality (set expectations)

Indiana uses “**slots**” for some waiver services. If slots are full, you may be placed on a **waitlist**; the state invites people off as capacity opens. Families should **keep contact info current** and be ready to **accept quickly** when invited. [Government of India](#)

What to ask (script)

“Can you confirm whether [**waiver name**] is under a **waitlist** in our county, and **where we are** in the process? What triggers the next step for us?”

7) Provider selection (do this the same day you're authorized)

The **moment** you have an authorization or case manager, say:

“We choose **Dream Believe Inspire Home Care LLC** as our provider. Please send **all authorizations** and communications to them so services can start.”

(We'll coordinate intake, caregiver matching, schedule, and EVV setup.)

8) If denied — appeal fast (deadline!)

You usually have **30 days** to appeal a denial. File the appeal in writing and attach:

- **Doctor letter** (specific ADLs/IADLs, why unsafe at home)
- **ER/hospital** records or incident notes
- A one-page **daily needs** summary (who helps with what, how often, and what happens without help)

Appeal message (paste)

“I am appealing the denial for [**Client, DOB**]. Attached are medical records showing assistance needed with **bathing, dressing, transfers, medication management**, and **recent falls** on [dates]. We request **expedited review** due to safety risks at home.”

One-page call sheet (print this)

1) Start/Assessment (Central Indiana):

- **CICOA ADRC (AAA):** [\(317\) 803-6131](tel:3178036131) / [\(800\) 432-2422](tel:8004322422) — “Schedule in-home assessment for Medicaid **HCBS waiver**.” [CICOA](#)

2) Medicaid benefits (apply/status):

- **DFR Benefits line:** [\(800\) 403-0864](tel:8004030864) — “Confirm Medicaid application status; list of docs still needed.” [Government of India](#)

3) PathWays help (age 60+):

- **Enrollment Broker:** [\(877\) 284-9294](tel:8772849294) (87-PATHWAY-4) — “Pick/change plan; enrollment questions.”
- **Member Support Services:** [\(877\) 738-3511](tel:8777383511) — “General PathWays questions & navigation.” [Government of India](http://www.governmentofindia.com)

4) Plan numbers (if you know your plan):

- **Anthem PathWays Member Services:** [\(833\) 412-4405](tel:8334124405), TTY 711. [Anthem](http://www.anthem.com)
- **Humana PathWays Member Services:** [\(866\) 274-5888](tel:8662745888), TTY 711. [Humana](http://www.humana.com)
- **UnitedHealthcare PathWays Member Services:** [\(800\) 832-4643](tel:8008324643), TTY 711. [UHC](http://www.uhc.com)

5) Your provider (tell them this):

- **Dream Believe Inspire Home Care LLC** — [\(317\) 533-3041](tel:3175333041) / info@dbihomecare.com
“Please list **Dream Believe Inspire Home Care LLC** as our provider and send authorizations to start services.”

Micro-checklist families can follow (tape to the fridge)

- Call **CICOA** today; book assessment. [CICOA](http://www.cicoa.com)
- File/confirm **Medicaid**; upload all docs. **DFR** ([\(800\) 403-0864](tel:8004030864)). [Government of India](http://www.governmentofindia.com)
- Get **doctor letter** (ADLs/IADLs + incidents).
- Keep a **call log** with reference numbers.
- If 60+: call **Enrollment Broker** ([\(877\) 284-9294](tel:8772849294)) to confirm PathWays plan; complete health screening with your plan. [Government of India](http://www.governmentofindia.com)
- The **same day** you’re authorized, tell your case manager you choose **Dream Believe Inspire Home Care LLC**.
- If **waitlisted**, keep phone/email updated; assemble a “**Ready to Accept**” packet (IDs, releases, docs) to reply fast when invited. [Government of India](http://www.governmentofindia.com)
- If **denied**, file appeal within 30 days with medical evidence (template above).