



# Program Update

# Program Summary, Target Population, and Program Goals



**Program Summary:** Indiana PathWays for Aging is an Indiana health coverage program that will begin July 1, 2024. This program will promote the health and well-being of people who need assistance with activities of daily living (e.g., bathing, dressing, eating) and/or instrumental activities of daily living (e.g., managing doctor appointments, shopping, meal preparation) due to long-term conditions or disabilities or who require supervision and support due to cognitive impairment.

**Target Population:** Indiana residents who are Medicaid enrollees that meet the following requirements:

- 60 years of age and older
- Eligible for Medicaid based on age, blindness, or disability
- Includes individuals eligible for full Medicare benefits (dually eligible), residing in a nursing facility, receiving hospice services, receiving home and community-based supports.

**Program Goals:** The State has established three overarching Indiana PathWays for Aging program Quality Goals:

- 1) Person-Centered Services and Supports
- 2) Ensuring Smooth Transitions
- 3) Access to Services (Member Choice)



# The PathWays Health Plans

- PathWays members can choose one of three Managed Care Entities (MCEs) (health plans):
  - Anthem
  - Humana
  - United Healthcare
- Each MCE:
  - Offers the same Medicaid health coverage
  - Offers Care coordination services
  - Offers enhanced (value-add) benefits
- PathWays members can begin plan selection February 2024

# Readiness Review and Implementation Update



## **MCE readiness review:** Assess the ability and capacity of the MCE

- ✓ Operations/Administration
- ✓ Service delivery
- ✓ Financial management
- ✓ Systems management

## **Readiness review schedule:** July 2023 - July 2024

- ✓ Three to four subject areas assigned monthly
- ✓ Consists of desk review items and onsite demonstrations


## **Readiness outcome:** OMPP validates MCE submissions

- ✓ Does it meet the Scope of Work requirements
- ✓ Does it meet CMS requirements
- ✓ Does the MCE need to make corrections and resubmit
- ✓ Systems tested and no issues identified
- ✓ Ultimately, is the MCE ready to go live July 1, 2024

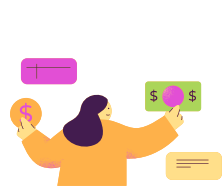
## **MCE activities:** Collaboration and partnership

- ✓ Weekly MCE Office Hours
- ✓ Ongoing and ad hoc MCE workgroups
- ✓ OMPP and MCE readiness check-ins

# CY 2023/2024 General Timeline of Implementation Activities

Operations	2023				2024			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Document Development</b> 8/1/2022 – 3/15/2023	█							
<b>Systems Development: CORE, IEDSS, EDW</b> 1/17/2023 – 2/28/2024	█				█			
<b>Managed Care Entity Onboarding</b> 3/1/2023 – 6/30/2023	█							
<b>Managed Care Entity Readiness Review</b> 7/1/2023 – 6/30/2024			█		█			
<b>Post-Implementation</b> 7/1/2024 – 11/30/2024					PathWays Program Go-Live 7/1/2024 		█	

# Go Live Enrollment: Member Experience



**FEB - MAR 2024**

- Member receives Plan Selection Notice from Enrollment Broker for PathWays (2/2024)
- Enrollment broker begins taking member calls for plan selection
- Members that do not have an aligned plan receive calls from Enrollment Broker
- Members receiving HCBS via waiver will receive 3 phone calls from the Enrollment Broker to select a plan (2/2024 to 3/2024)



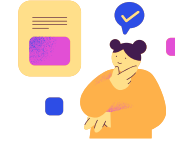
**MAR – APR 2024**

- Member calls to make plan selection
- If no plan is selected by April 2024, the member will be auto-assigned



**MAY 2024**

- Members receive 60-day notice of PathWays Enrollment with plan benefit and contact information (May 2024)



**JUNE 2024**

- Member receives Welcome Packet from assigned Plan (June 2024)



**JULY 1, 2024**

- PathWays coverage becomes effective (and changes from FFS or HCC)



# Communication Update



# How is FSSA Sharing Information about PathWays?



- Website
- TV and Radio
- YouTube
- FAQs
- Digital Toolkit
- Helpline
- Specialty publications
- Out-of-home advertisements





# PathWays Website Live Nov. 1

- [www.IN.gov/PathWays](http://www.IN.gov/PathWays)
- FAQs
  - Provider
  - Member
- Digital promo kit
  - Brochure
  - Flyer
  - Mailer
- More to come in the future!

The screenshot shows the PathWays website homepage. At the top, there is a navigation menu with 'Pathways Home', 'Information and Resources', 'Who is eligible for the PathWays program?', 'PathWays History', 'Stakeholder Engagement', 'Frequently Asked Questions', and 'Promotional Toolkit'. Below the navigation is a hero section with a large image of an elderly woman and the text 'Indiana PathWays for Aging' and 'Enrollment Starts February 2024. Call 87-PATHWAY-4 (877-284-9294) to learn more.' Below this are three buttons: 'Get PathWays Updates', 'PathWays Timeline', and 'PathWays Participants'. The main content area features a section titled 'With PathWays, you get support your way – to live life your way.' followed by a detailed paragraph about the program. Below this is a 'Frequently Asked Questions' section with a list of questions and expandable answers. The next section is 'Indiana PathWays for Aging Roll-Out Timeline:' with a table showing key dates. This is followed by 'Stakeholder Engagement' and 'How PathWays Helps Hoosiers Like You' which features three profile cards for Sofia, John, and James.

PathWays Activities:	Dates:
First notice from FSSA	February 2024
Enrollment begins	March 2024
Coverage begins	July 2024



# Member Helpline

87-PATHWAY-4 (1 877 284 9294)

- This line is open to answer general questions about PathWays.



Q & A

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# PathWays

FOR AGING

