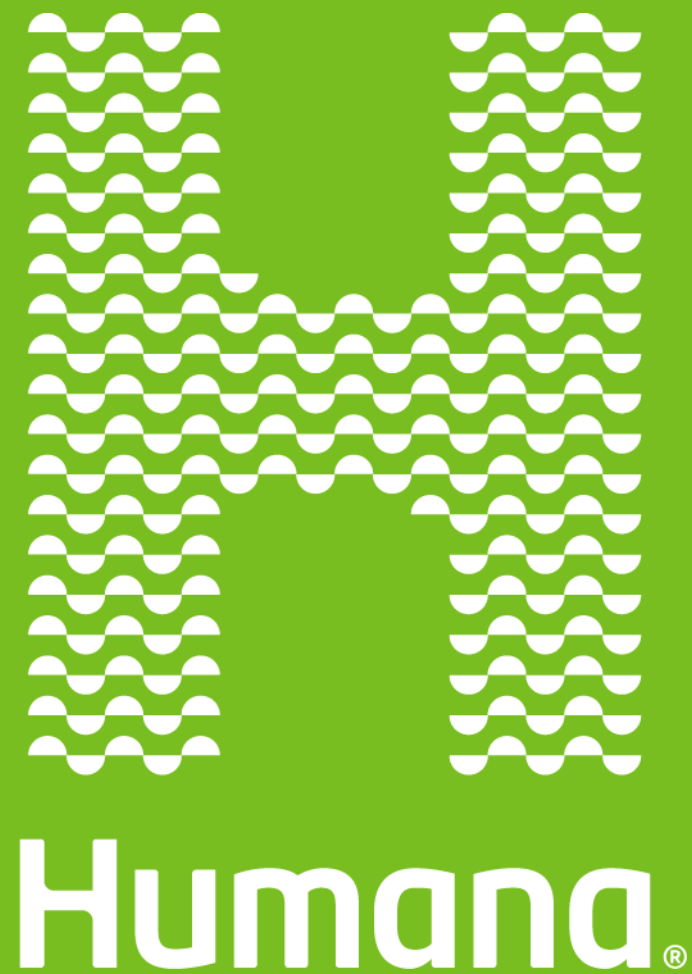
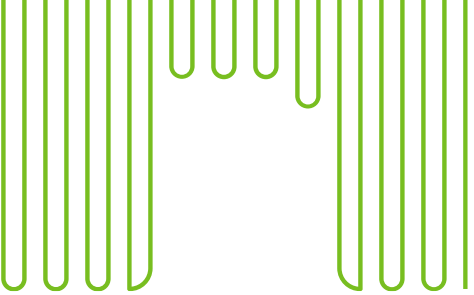




Humana Healthy Horizons
Tips & Tricks
Indiana Pathways for Aging
2026 IHCP Works Annual Seminar



Agenda

1.Introduction

2.Provider Representatives

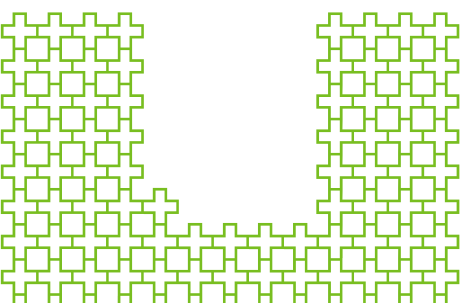
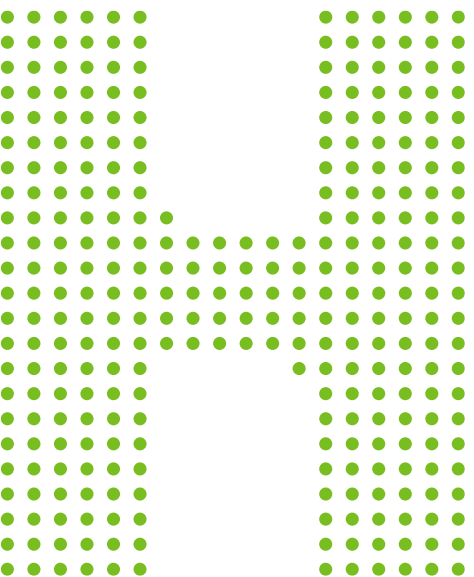
3.Provider Website

4.Compliance Trainings and Education Opportunities

5.Provider Representative Outreach

6.Availity Essentials

7.Q&A



Bria Steele

Senior Provider Engagement Professional



Jessie Iden

Senior Provider Engagement Professional

Humana Healthy Horizons in Indiana PathWays for Aging Long-Term Services and Supports/Home and Community-Based Services Provider Representatives Map

Region 1

INLTSSProviderRelations T1@humana.com

Katelynn Koedyker - (219) 296-8295

Region 2

INLTSSProviderRelations T2@humana.com

Cierra Rich - (260) 298-4348

Region 3

INLTSSProviderRelations T3@humana.com

Taylor Mitchell - (463) 265-2405

Bria Steele - (317) 677-2693

Region 4

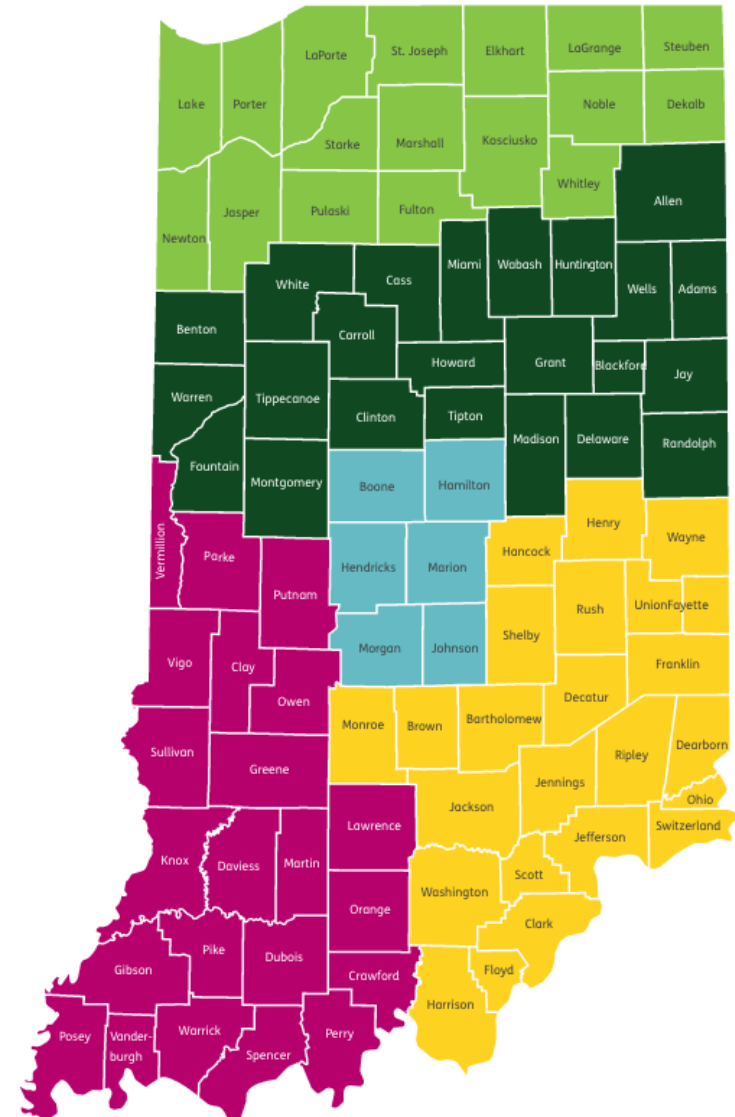
INLTSSProviderRelations T4@humana.com

Mark Eastridge - (812) 697-8583

Region 5

INLTSSProviderRelations T5@humana.com

Kimberly Dunn - (812) 914-3104



Humana Healthy Horizons in Indiana PathWays for Aging
Long-Term Services and Supports/Home and
Community-Based Services Provider Representatives Map

Skilled Nursing Facilities

INLTSSNursingFacilityAssistedLiving@humana.com
Jessie Iden - (574) 275-3573

Assisted Living

INLTSSNursingFacilityAssistedLiving@humana.com
Jessie Iden - (574) 275-3573

Hospice

INLTSSAdultDayHospice@humana.com
Brittani Fox - (219) 216-5588

Adult Day Services

INLTSSAdultDayHospice@humana.com
Kimberly Dunn - (812) 914-3104

Attendant Care/Home and Community Assistance

INLTSSPersonalCareAttendant@humana.com
Cierra Rich - (260) 298-4348
Bria Steele - (317) 677- 2693

Humana Healthy Horizons in Indiana Behavioral Health, Physical Health and Nursing Facility Provider Representatives Map for Indiana PathWays for Aging

Region 1

INMedicaidProviderRelations_T1@humana.com
Brittani Fox - (219) 216-5588

Region 2

INMedicaidProviderRelations_T2@humana.com
Jelaina Hollingsworth - (346) 236-4261

Region 3

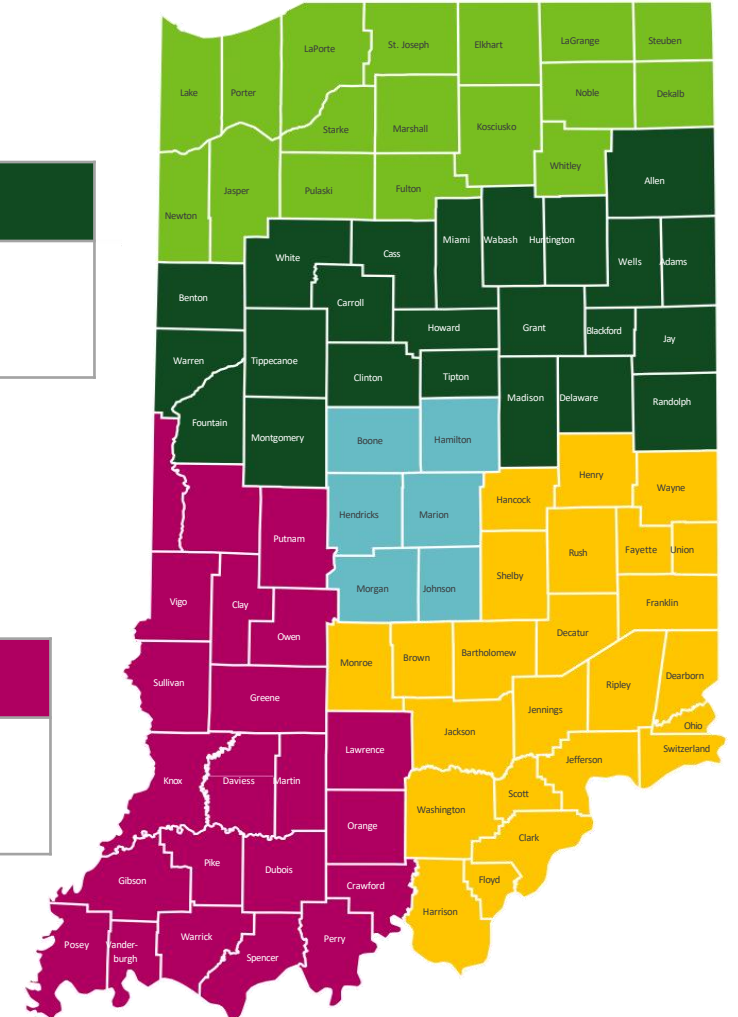
INMedicaidProviderRelations_T3@humana.com
Jelaina Hollingsworth - (346) 236-4261
Hannah Lummis (463) - 324-6074

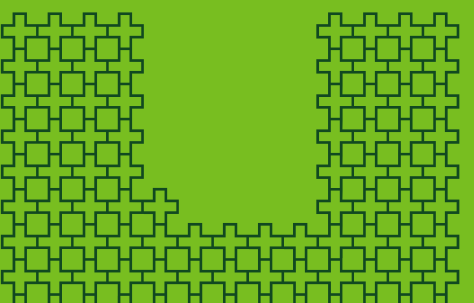
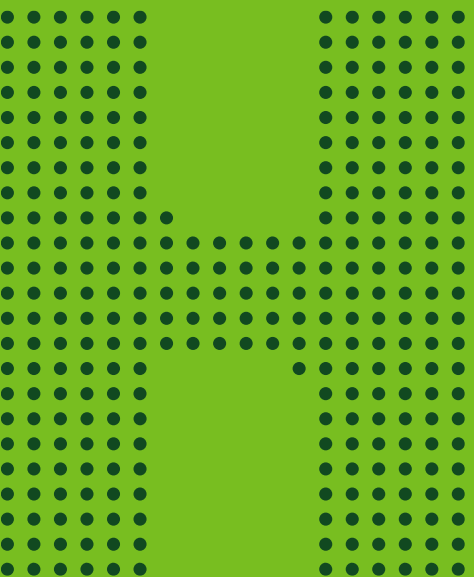
Region 4

INMedicaidProviderRelations_T4@humana.com
Mychelle Christian - (812) 204-9285

Region 5

INMedicaidProviderRelations_T5@humana.com
Mychelle Christian - (812) 204-9285





Provider Website

Provider Website: [Humana.com/HealthyIN](https://www.humana.com/HealthyIN)

**Humana**

For Providers

 More Humana

 Contact Us

 Español

 Search

 Log in to Availity

Working With Us

Coverage & Claims

Patient Care

Dental & Pharmacy

Medicaid

 Find Care

[Home](#) / [Medicaid](#) / Indiana Medicaid

Humana Healthy Horizons in Indiana

Indiana PathWays for Aging

Welcome to Humana Healthy Horizons® in Indiana, launching on July 1, 2024 for Hoosiers who are 60 and older, blind and/or disabled.

Humana will administer care through the newly created Indiana PathWays for Aging program, which focuses on integrating care for long-term services and supports (LTSS).

[Learn more about Indiana PathWays for Aging](#)



Provider Website Continued - Resources

 **Humana** [For Providers](#) [More Humana](#) [Contact Us](#) [Español](#) [Log in to Availity](#)

[Working With Us](#) [Coverage & Claims](#) [Patient Care](#) [Dental & Pharmacy](#) [Medicaid & D-SNP](#) [Find Care](#)

[Home](#) / [Medicaid](#) / Indiana Medicaid

Humana Healthy Horizons in Indiana

Indiana PathWays for Aging

Welcome to Humana Healthy Horizons® in Indiana, launching on July 1, 2024 for Hoosiers who are 60 and older, blind and/or disabled.

Humana will administer care through the newly created Indiana PathWays for Aging program, which focuses on integrating care for long-term services and supports (LTSS).

[Learn more about Indiana PathWays for Aging](#)



Join the Humana Healthy Horizons provider network: Physical and behavioral health providers

We are committed to developing strong relationships with home and community-based services (HCBS) providers and behavioral health and physical health providers, empowering Hoosiers to age in the setting of their choice.

Enroll with Indiana Health Coverage Programs

To join the Humana Healthy Horizons network, all providers must be actively enrolled with Indiana Health Coverage Programs (IHCP). If you haven't already done so, please complete the IHCP enrollment process at the

Resource Tree

- Indiana Medicaid**
- Humana Healthy Horizons in Indiana**
- [Availity Essentials secure portal →](#)
- [Behavioral and physical health clinical coverage policies →](#)
- [Provider claims and payments →](#)
- [Compliance training →](#)
- [Archived documents →](#)

Indiana Medicaid

Humana Healthy Horizons in Indiana

[Availity Essentials secure portal →](#)

[Behavioral and physical health clinical coverage policies →](#)

[Provider claims and payments →](#)

[Compliance training →](#)

[Archived documents →](#)

[News and announcements →](#)

[Pharmacy materials →](#)

[Behavioral health resources →](#)

[Prior authorization resources →](#)

[Provider resources →](#)

[Training resources →](#)

[Provider incentives programs →](#)

[Humana Pathways Dual Care Special Needs Plan \(D-SNP\) →](#)

[Contact us →](#)

Provider Website Continued - Sign up for Humana Alerts



Sign up for news, announcements and alerts

Provider/organization name *

Tax identification number (TIN) *

Email *

Submit → [Clear](#)

A green-bordered box containing the title "Sign up for news, announcements and alerts" in green. Below the title are three input fields for "Provider/organization name *", "Tax identification number (TIN) *", and "Email *". At the bottom are two buttons: a green "Submit →" button and a blue "Clear" link.

Register Here: [Sign up for news, announcements, and alerts | Indiana Medicaid Providers](#)

Provider Website Continued – Humana.com/healthyIN

Training Resources

Indiana Medicaid

Humana Healthy Horizons in Indiana

[Availity Essentials secure portal](#) →

[Behavioral and physical health clinical coverage policies](#) →

[Provider claims and payments](#) →

[Compliance training](#) →

[Archived documents](#) →

[News and announcements](#) →

[Pharmacy materials](#) →

[Behavioral health resources](#) →

[Prior authorization resources](#) →

[Provider resources](#) →

[Training resources](#) →

[Provider incentives programs](#) →

[Humana Pathways Dual Care Special Needs Plan \(D-SNP\)](#) →

[Contact us](#) →

Humana Healthy Horizons in Indiana

Indiana PathWays for Aging Training resources

We offer web-based training, including live events and webinars, with our physicians and other healthcare professionals.



Relias

PathWays providers in the Humana Healthy Horizons® in Indiana network have access to Relias—a web-based library available through your secure [Availity Essentials](#) account.

Through Relias, you can explore topics like:

- Addiction
- Behavioral health
- Integrated care
- Mental health
- Nutrition
- Senior Care
- Social Determinants of Health
- Telehealth
- Technical Learning

To access the Relias library, please:

- Sign in to your [Availity Essentials](#) account
- Select Humana Healthy Horizons in Indiana under the Payer Spaces tab
- Select the Resources tab

These training modules provide integrated information to support comprehensive care and address unique member needs. The extensive Relias library offers courses designed to improve the likelihood of success in the emerging value-based healthcare delivery system. You also can earn continuing education credits by completing these courses.

[How to Access Relias](#)

Training Schedule

[Provider Training Calendar](#)

**Training calendar is
located on this page.**

Indiana Medicaid

Humana Healthy Horizons in Indiana →

[Availity Essentials secure portal](#) →

[Behavioral and physical health clinical coverage policies](#) →

[Provider claims and payments](#) →

[Compliance requirements](#) →

[Archived documents](#) →

[News and announcements](#) →

[Pharmacy materials](#) →

[Prior authorization resources](#) →

[Provider resources](#) →

[Training resources](#)

[Contact us](#) →

Provider Website Continued – Provider Training Calendar



Healthcare provider training calendar

July 1 – Sept. 30, 2026

Humana Healthy Horizons® in Indiana offers provider training covering Indiana PathWays for Aging plan requirements, processes and procedures.

Sign up for webinars by visiting the registration links.



For questions related to registration, please email Provider Relations at INMedicaidProviderRelations@humana.com.

Date and time	Topic/description	Register (virtually)
Tuesdays in September, 9 a.m. – 10 a.m.	Humana Healthy Horizons new provider orientation This orientation familiarizes newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.	Humana Healthy Horizons new provider orientation
Wednesday, Sept. 2, 9 a.m. – 9:30 a.m.	Humana Healthy Horizons provider manual overview Topics: • Appointment wait-time and access standards • PMP after-hours availability • Member rights and responsibilities • Provider rights and responsibilities	Humana Healthy Horizons provider manual overview
Thursday, Sept. 3, 9 a.m. – 9:30 a.m.	Humana Healthy Horizons Availity Essentials office hours Humana Healthy Horizons representatives are available to help with Availity Essentials inquiries.	Humana Healthy Horizons Availity Essentials office hours
Tuesday, Sept. 8, 11 a.m. – 11:45 a.m.	Incident report training This meeting is intended to provide a refresher on the critical and reportable incident reporting and follow-up process.	Incident report training
Wednesday, Sept. 9, 11 a.m. – 11:30 a.m.	Indiana PathWays for Aging office hours Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.	Indiana PathWays for Aging office hours

[Access to our Training Calendar](#)

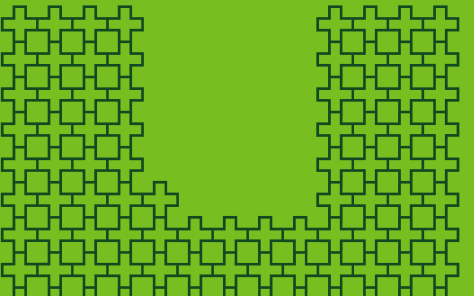
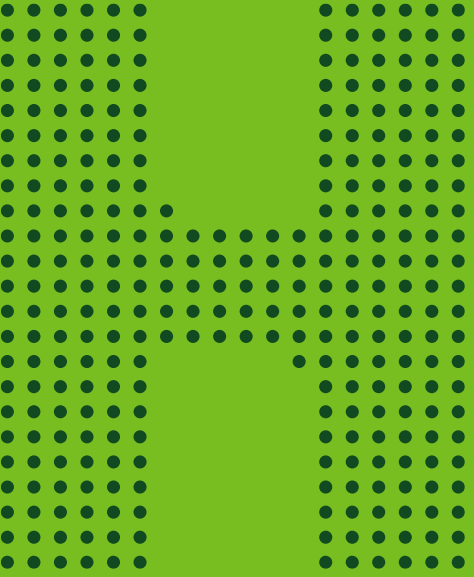
Contact Us

Provider Services:

- 866-274-5888
 - Available Monday – Friday from 8:00am to 8:00pm EST

Joining Our Network/Demographic Updates:

- HCBS: LTSSContracting@Humana.com
- All other provider types: INProviderUpdates@Humana.com
- Behavioral Health: INBHMedicaid@Humana.com



Compliance Trainings and Education Opportunities

Compliance Training

Annual compliance training must be completed on the following topics:

- General compliance
- Combating fraud, waste and abuse
- Medicaid provider orientation training
- Cultural humility and health equity training for Medicaid providers
- Required critical incident training

Providers and authorized users can access these online training modules 24 hours a day, 7 days a week via Availity Essentials:

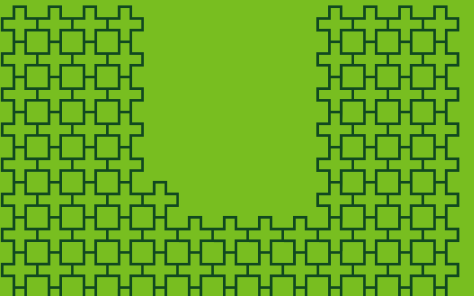
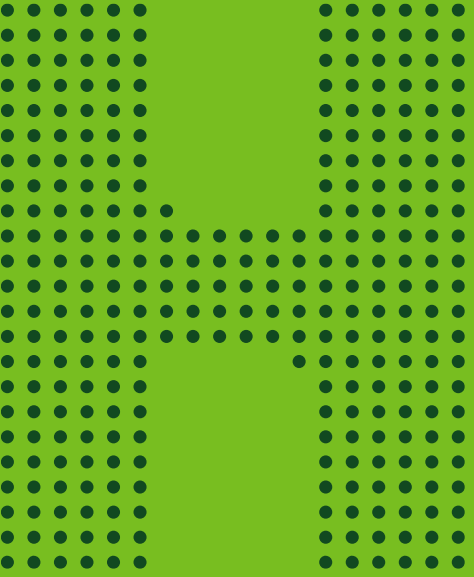
- Once logged in to Availity Essential, select Payer Spaces, then the Humana Learning Center.
- Select the category: Compliance trainings
- Search for the current year's training by state (for any state[s] in which you are contracted)
- Please refer to Availity Essentials guidance for steps on how to register with Availity Essentials

Additional Education Opportunities

Additional education and trainings are available on our Humana Healthy Horizons in Indiana provider website and through our continuing education program (CE) for medical and non-medical network providers via Relias, a web-based CE library.

With more than 300 modules to choose from and over 500 hours of CE credits available, the training modules in Relias provide integrated information to support comprehensive care and address unique member needs.

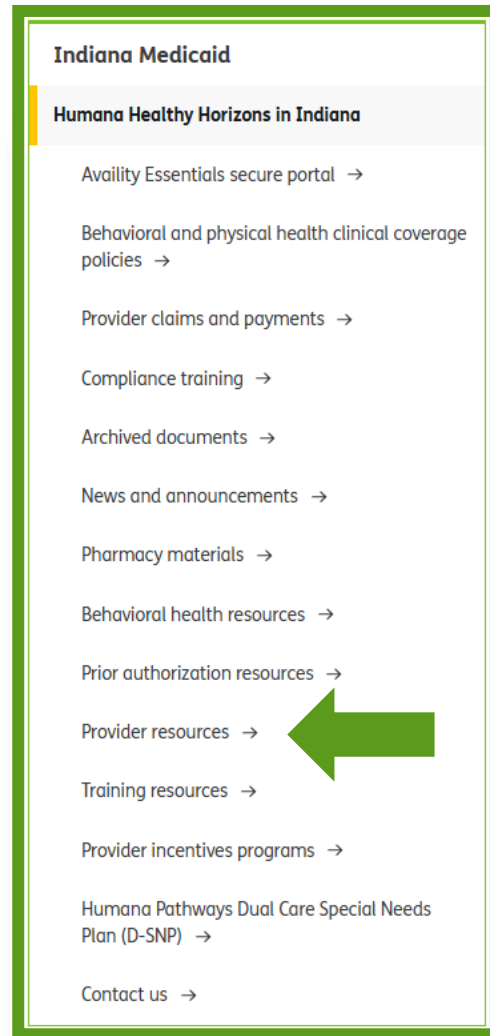
Relias offers courses designed to help you succeed in the emerging value-based healthcare delivery system



Provider Representative Outreach

Provider Representative Outreach

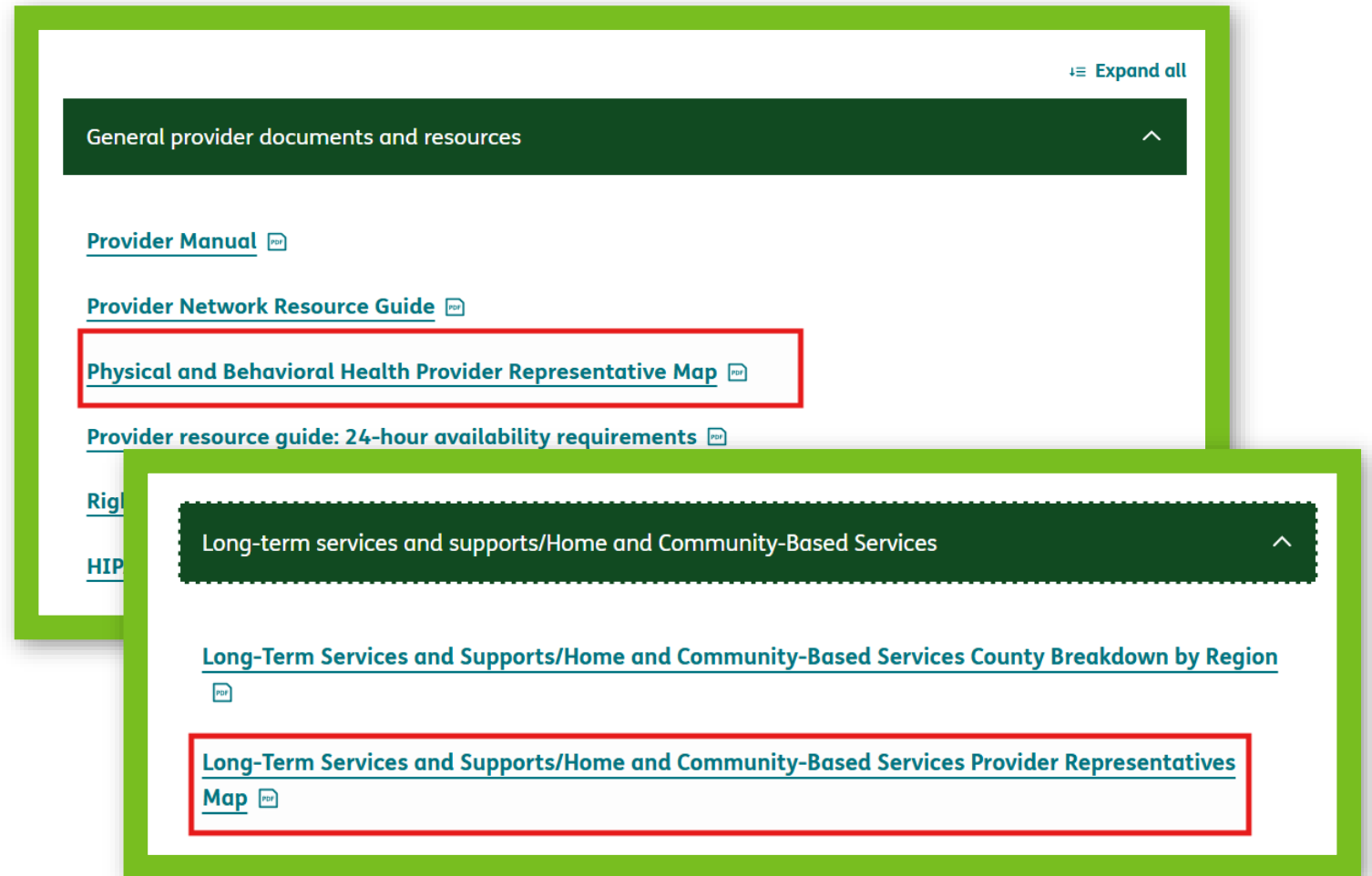
How to find your dedicated provider representative:



Indiana Medicaid

Humana Healthy Horizons in Indiana

- Availity Essentials secure portal →
- Behavioral and physical health clinical coverage policies →
- Provider claims and payments →
- Compliance training →
- Archived documents →
- News and announcements →
- Pharmacy materials →
- Behavioral health resources →
- Prior authorization resources →
- Provider resources →**
- Training resources →
- Provider incentives programs →
- Humana Pathways Dual Care Special Needs Plan (D-SNP) →
- Contact us →



General provider documents and resources

- [Provider Manual](#)
- [Provider Network Resource Guide](#)
- [Physical and Behavioral Health Provider Representative Map](#)**
- [Provider resource guide: 24-hour availability requirements](#)

Long-term services and supports/Home and Community-Based Services

- [Long-Term Services and Supports/Home and Community-Based Services County Breakdown by Region](#)
- [Long-Term Services and Supports/Home and Community-Based Services Provider Representatives Map](#)**

Provider resources page includes expandable dropdowns with more resources.

Provider Representative Outreach – Communication

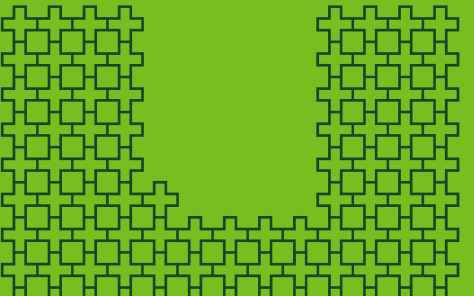
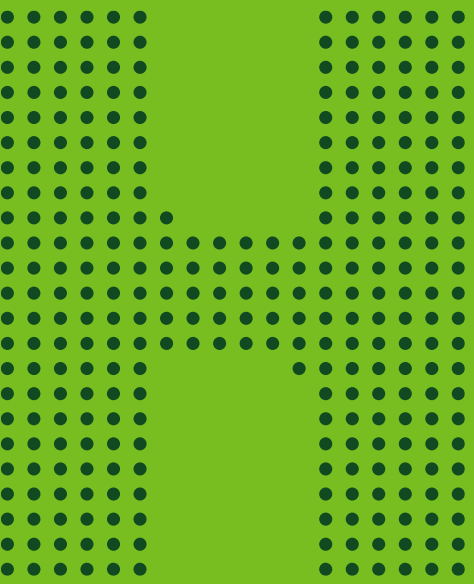
Your dedicated Provider Education/Outreach Representative will respond to all provider inquiries, including telephone calls, letters, emails and faxes, within 2 business days

Representatives can meet to discuss any needs

- Virtual and in-person options
- Reoccurring options are available as well for ongoing conversation

All new providers will receive Humana Healthy Horizons' provider orientation within 5 business days of completion of the credentialing process.

- Additional educational trainings can be scheduled at any time by contacting your Provider Education/Outreach Representative



Availity Essentials

Availity Essentials – Remittance Viewer



- Review claim processing details and outcomes
- Updated from "Remittance Viewer (Humana)" to "Remittance Viewer"
- Providers are encouraged to download for records

Availity Essentials – Remittance Viewer Continued

Remittance research options include:

- Search using ACH/EFT number, check number, Member ID, or date range.
- Research claims for any service date or date span.
- Confirm which claim a service was processed under.
- Access remittance and payment details in one place.



Please take a few minutes to complete the event and session evaluations!



Thank you

Humana
Healthy Horizons®

