

Humana Indiana PathWays for Aging Dual Care

2026 IHCP Works Annual Seminar

Humana





Agenda

- Introductions
- Humana PathWays Dual Care Overview
- Care Coordination
- Improved Health Outcomes
- Resources

Introductions

Jelaina
Hollingsworth

Provider Engagement Professional
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Kevin Cox

Provider Engagement Manager
KCox23@humana.com

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

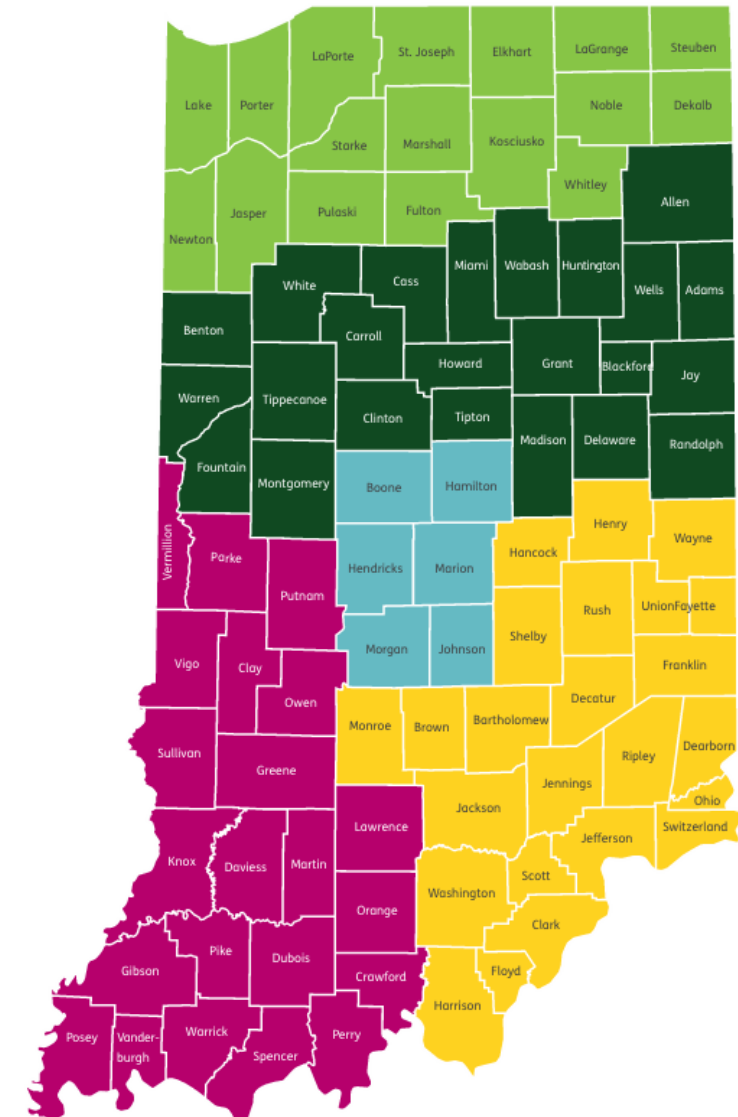
INMedicaidProviderRelations_T4@humana.com

Mychelle Christian (812) 204-9285

Region 5

INMedicaidProviderRelations_T5@humana.com

Mychelle Christian (812) 204-9285



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

Assisted Living

INLTSSNursingFacilityAssistedLiving@humana.com

Jessie Iden (574) 275-3573

Skilled Nursing Facilities

INLTSSNursingFacilityAssistedLiving@humana.com

Jessie Iden (574) 275-3573

Attendant Care/Home and Community Assistance

INLTSSPersonalCareAttendant@humana.com

Cierra Rich (260) 298-4348

Bria Steele (317) 677- 2693

Hospice

INLTSSAdultDayHospice@humana.com

Brittani Fox (219) 216-5588

Adult Day Services

INLTSSAdultDayHospice@humana.com

Kimberly Dunn (812) 914-3104



Humana PathWays Dual Care Overview

Humana Brings Over 60 Years of Experience Improving Health Outcomes

Humana companies and their various businesses serve more than **14 million** Enrollees across the country.

Humana's National Scale and Experience

Membership

14.8m

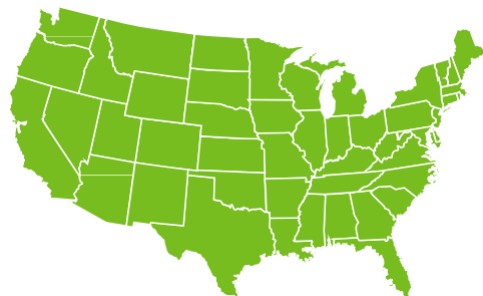
Medicare Advantage, Prescription Drug Plans, D-SNPs, Medicaid and TRICARE

Associates

65,000

Presence

All 50 States + DC



Humana's D-SNP Presence

Membership

780,000

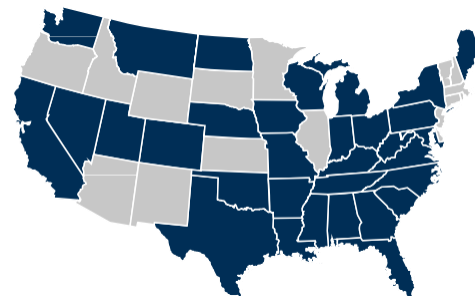
Integrated D-SNPs

261,000 Enrollees

in FL, IN, KY, WI, VA, PR

Presence

32 States + PR



Humana's Medicaid Presence

Membership

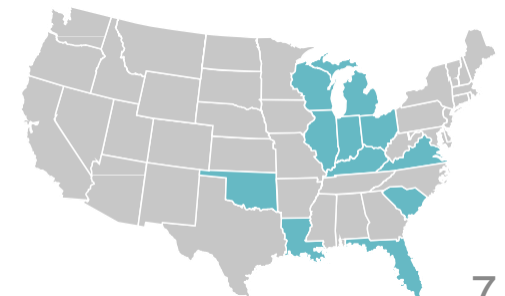
1.5m

Associates

5,200

Presence

11 States



Humana PathWays Dual Care is Deeply Committed to Indiana



Humana has been serving Hoosiers for nearly 40 years, and today we cover more than 384,000 lives through Medicare, Medicaid and Tricare.



Humana has more than **44,000 D-SNP members** in all 92 counties.



Humana **employs 3,000 Indiana-based associates**. Our associates have accumulated over **58,000 volunteer hours** since 2020.



We have **hundreds of long-standing community-based partnerships** focused on improving healthcare. Our partnerships enable a deep understanding of State and community needs.



Humana is your partner in health and aging, bringing your Medicare and Medicaid together into one personalized health plan with all benefits included.

A Fully Integrated Dual Eligible Special Needs Plan is a type of Medicare Advantage health insurance plan designed for people who have both Medicare and Medicaid, and who need help managing their health care.

These plans work to coordinate all your Medicare and Medicaid benefits, including medical care, prescriptions, and sometimes even long-term support services, so everything is managed together to make things easier for you.



Humana PathWays Dual Care – One Plan for Medicare and Medicaid Services

Medicare and Medicaid often function independently with separate ID cards and multiple care teams. With Humana PathWays Dual Care, we're integrating these services to deliver a *streamlined, simpler experience*.



One Plan for All Care

Medicare and Medicaid benefits and services covered by a **single health plan** centered on best health

We give easy-to-understand information about care, what's covered, and who to ask for help



Making Health Easier

One ID card is received, one set of materials and everything works together through a simple experience

We communicate based upon language preferences and accessibility needs



Single, Connected Care Team

A **single care team** helps coordinate provider visits, medications, in home care, and social supports so care runs smoothly

We honor choices and help make sure care is streamlined



One High-Quality Network

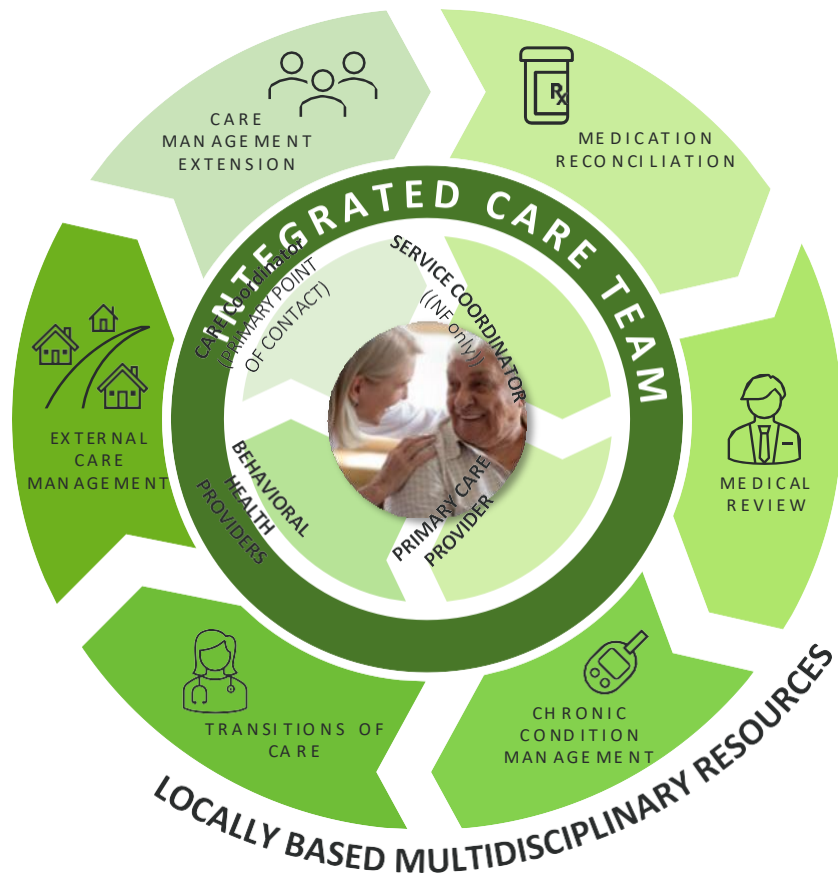
Convenient access to the **same doctors, hospitals and care providers** for all services in one network

We help build connections to the care need quickly



Care Coordination

Humana PathWays Dual Care Coordination: Supporting Health and Independence



*These programs help manage **health at home**, reduce hospital visits, build self-care skills, and access community resources.*



Humana PathWays Dual Care Coordination: Supporting Health and Independence Continued

- A single Care Coordinator assist with benefits and provider healthcare team—including doctors, home care providers, and caregivers
- The team regularly reviews health needs and shares information to identify suitable clinical programs and benefits
- The integrated team coordinates all benefits and services for Medicare and Medicaid including medical, home and community-based services, behavioral health, and pharmacy
- Humana supports well-being by offering incentives for healthy choices, such as wellness and fitness activities, assistance with over-the-counter products, and meal support, making it easier to live well
- Care Coordinators can be contacted any time and can help view individualized plan of care
- Locating Care Coordinators is as simple as calling Provider Services at 866-274-5888 (TTY: 711) Monday-Friday 8am-8pm

Integrated Support for Home and Community-Based Services: Seamless Transition and Coordination with Humana PathWays Dual Care



Support for Home and Community-Based Services (HCBS):

- FIDE SNPs differ from other models by integrating both Medicare and Medicaid HCBS, offering a single point of coordination. This approach streamlines authorizations, care planning, and service delivery for both older adults and younger members with disabilities. Care Coordinators work closely with members and community providers to ensure needs are met, promoting independence



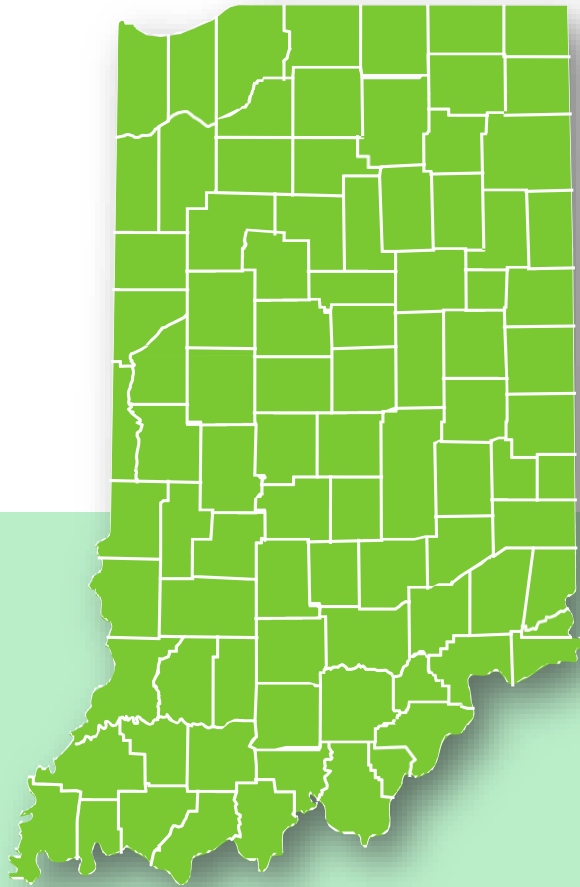
Transitioning to Humana's PathWays Dual Care Plan:

- Once members transition to Humana's FIDE SNP Plan, we seamlessly obtain existing assessments, care plans, and authorizations from the current health plan to ensure immediate needs are identified and addressed, preventing any gaps in care
- We work directly with providers to facilitate timely payments and support them in billing Humana for your ongoing care

Key Advantages:

- Single Care Coordinator to manage medical, behavioral, and home and community-based services
- Unified and individualized Care and Service Plan that considers strengths and needs in its entirety
- Enhanced outcomes are achieved by minimizing duplication and addressing gaps in information sharing and care delivery

Humana PathWays Dual Care is fully dedicated to supporting your access to providers



More than **4,600**
primary care provider
locations



More
than **14,000**
specialist provider
locations



158
home health providers with
205 locations across all lines
of business



100%
of Indiana community
mental health centers
and critical access
hospitals



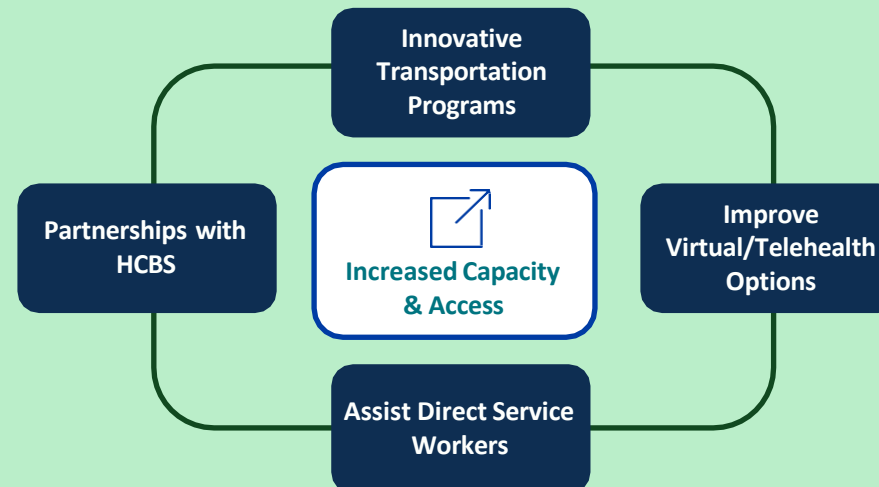
93% of
skilled nursing facilities



More than **1,800**
attendant care
providers



More than **130**
hospitals



**Humana's Initiatives to
Increase Provider
Capacity and Member
Access to Care**



Improved Health Outcomes

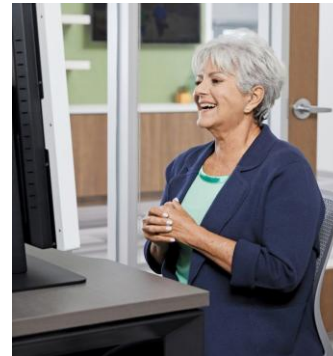
Improving Quality of Care Creates Improved Health Outcomes

Humana's long history of delivering industry leading quality of care for both Medicare and Medicaid members, will allow Indiana's Medicare and Medicaid eligible members to receive the best health care experience that Humana has to offer, with the new fully integrated Humana PathWays Dual Care plan.



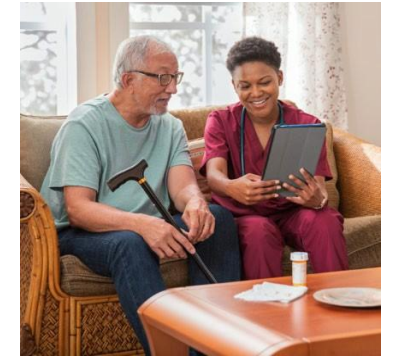
23% Increase

23% increase in the percentage of **Humana Medicaid members** with adequate glycemic control for diabetes from 2021 to 2024.



4% Increase

4% increase in access to primary care for **Indiana dual eligible members** from 2024 to June of 2025



Mammograms

In 2024, 31k **Humana Medicare members** missing a mammogram received one, leading to hundreds of early detection Breast Cancer diagnoses



14% Improvement

14% improvement in blood pressure control among **Humana Medicaid members** with diabetes from 2021 to 2024.



130+ Transitions

Since July 2024, we have assessed more than 340 Indiana PathWays for Aging members for transition and helped 133 successfully move from a nursing facility to a home or community-based setting.

Humana PathWays Dual Care: Human Care in Action

Charles

Plan type: Humana Dual Care

Location: Indiana

Age: 62

Overview

- Charles experienced **multiple strokes and chronic conditions** and was being cared for by his aging parent.
- Due to his living situation, Charles was initially moved into a **skilled nursing facility** and received several rounds of therapy.



“Humana made what once felt impossible, possible—we wouldn’t be here without them.”

Member Experience

- After therapy at the skilled nursing facility, Charles was seeking to **move into a more independent and sustainable living arrangement**, however, he was initially met with resistance from the skilled nursing facility.
- Humana’s care team engaged with Charles and the skilled nursing facility. The care team conducted all necessary assessments, connected Charles with a dedicated transitions coordinator, and began identifying suitable assisted living options.
- The Humana team found a suitable option and transformed an empty assisted living apartment into a welcoming, accessible home tailored to his needs.
- Since the transition, Charles has experienced **no hospitalizations and significant improvement in overall well-being**.



Resources

Sample ID Card

Individual MAPD IN FIDE HMO-POS D-SNP



HUMANA PATHWAYS DUAL CARE (HMO-POS D-SNP)
is an Indiana Pathways for Aging plan that contracts with both Medicare and Medicaid.

Member name:
CHRISTOPHER A SAMPLECARD

Member ID: HXXXXXXXXX
Plan (80840) 9140461101
PathWays ID: XXXXXXXXXXXX

MEMBER CANNOT BE CHARGED
Copays: PCP/Specialist: \$0 ER: \$0

CMS H4939 001

MedicareRx
Prescription Drug Coverage

RxBIN: 015581
RxPCN: 03200000
RxGRP: INMDC01

CARD ISSUED: MM/DD/YYYY



In case of emergency, call 911 or go to the closest emergency room. After treatment, call your PCP within 24-hours or as soon as possible.

Member/Provider Services: **866-274-5888 (TTY:711)**
Behavioral Health: 855-254-1758
Pharmacy Help Desk: 800-865-8715
24/7 Nurseline: 800-449-9039

Website: humana.com/indianadsnp
Send Claims To:
PO Box 14169, Lexington, KY 40512-4169
Claim Inquiry: 866-274-5888
Additional Benefits: DENXXX VISXXX HERXXX

Not an Official PDF

Helpful Websites

Dual Care Websites [Dual Care Websites: Indiana PathWays for Aging with Humana Healthy Horizons in Indiana, Humana Healthy Horizons in Indiana, D-SNP Documents and Forms, and Provider Prior Authorizations and Notification Lists links](#)

- [DSNP | Indiana PathWays for Aging with Humana Healthy Horizons in Indiana](#)
- [D-SNP | Humana Healthy Horizons in Indiana](#)
- [D-SNP Documents and Forms | Humana Healthy Horizons in Indiana](#)
- [Provider prior authorization and notification lists](#)



Contact Us

Provider Services: **866-274-5888 (TTY: 711)**

8 a.m. to 8 p.m. Monday - Friday Eastern time

Humana Healthy Horizons Provider Engagement Email:

INMedicaidProviderRelations@humana.com

Request to Join Humana's Provider Network: [Providers - Request to Join](#)



Questions?

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



Humana

