

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT202470    MAY 23, 2024

## **FSSA will launch a new Medicaid program called Indiana PathWays for Aging starting July 1, 2024**

The Indiana Family and Social Services Administration (FSSA) Office of Medicaid Policy and Planning (OMPP) announces the launch of the Indiana PathWays for Aging (PathWays) managed care Medicaid program, starting July 1, 2024.

PathWays is an Indiana Health Coverage Programs (IHCP) program for Hoosiers 60 years of age and older who are eligible for Medicaid benefits based on age, blindness or disability, including individuals residing in a nursing facility, individuals receiving home- and community-based services (HCBS), and individuals who are dually eligible beneficiaries for both Medicaid and Medicare. Income criteria for PathWays are the same as for Traditional Medicaid.



Enrollment into the PathWays program is automated for currently enrolled Medicaid members, unless they fall into an excluded category. PathWays-excluded categories include individuals who are:

- Age 59 or younger
- Receiving HCBS services under the Family Support Waiver (FSW), Community Integration and Habilitation (CIH) Waiver, or Traumatic Brain Injury (TBI) Waiver
- Residing in an intermediate care facility for the individuals with intellectual disabilities (ICF/IID)
- Enrolled in Program of All-Inclusive Care for the Elderly (PACE)
- Residing in a TBI facility out of state
- Enrolled in the Residential Care Assistance Program (RCAP)
- Enrolled with an end-stage renal disease (ESRD) patient liability
- Eligible under Emergency Services Only (ESO) or Family Planning Only
- Eligible for Breast and Cervical Cancer Program (BCCP)
- Parents/caretaker relatives (individuals age 65 or older who live with and take care of someone under age 18 and who meet modified adjusted gross income [MAGI] criteria)
- Members of a recognized tribe (*may opt in to PathWays if desired*)
- Receiving hospice services at the time of enrollment (*may opt in to PathWays if desired*)

Individuals targeted for PathWays enrollment were sent a letter in March with directions on how to select a PathWays managed care entity (MCE) (also referred to as health plan). Three MCEs are contracted to provide Medicaid healthcare coverage for PathWays. The PathWays MCEs are Anthem, Humana and UnitedHealthcare. Individuals can choose their MCE by calling the state enrollment broker at 87-PATHWAY-4 (877-284-9294). Individuals can change their MCE up to July 1, 2024, and within 90 days of starting PathWays.

The PathWays MCEs are responsible for developing a provider network to serve their enrolled members. However, for the first two years of the program, the MCEs are required to have an open network until provider network adequacy is demonstrated and approved. This allows members to access out-of-network providers that are enrolled in the IHCP during the transition to PathWays. The IHCP encourages providers to consider joining all three MCE networks. Providers may participate in more than one network but must apply directly with each MCE. In the PathWays program, provider referrals will come from the MCE's provider directory listing.

The OMPP is committed to providing continuity of care for members as they transition between various IHCP programs to PathWays. The MCE will ensure the continuity of care and coordination of medically necessary healthcare services for its PathWays members. During this transition period, all prior authorizations (PAs) and service authorizations (formerly known as notices of action or NOAs) for members will remain active, and providers should plan to continue to serve the members. The MCE shall provide continuity of care for the authorization of services as well as choice of providers for 90 days. It is the expectation of the FSSA that providers



continue rendering services to all members under the existing authorizations. Also, providers must give written notice as soon as possible, but no less than 30 calendar days prior to the effective date of the termination of services, to each member who has chosen or is authorized to receive long-term services and supports (LTSS) services from that provider. Notices regarding termination by a facility shall comply with state and federal requirements.

It is important that providers verify member eligibility and assigned MCE on the date of service every time they provide services. This eligibility verification can be performed using the IHCP Provider Healthcare Portal, phone-based interactive assistant (GABBY) or 270/271 Eligibility Benefit Inquiry and Response electronic transactions – batch or interactive.

More information about PathWays is available from the PathWays MCEs, as follows:

- Provider Network – Credentialing and Contracting:
  - Anthem Provider Relations at [INMLTSSProviderRelations@anthem.com](mailto:INMLTSSProviderRelations@anthem.com)
  - Humana Provider Relations at [INMedicaidProviderRelations@humana.com](mailto:INMedicaidProviderRelations@humana.com)
  - UnitedHealthcare Provider Relations at [IN\\_ProviderServices@uhc.com](mailto:IN_ProviderServices@uhc.com)
- Provider Helpline:
  - Anthem – 833-569-4739
  - Humana – 866-274-5888
  - UnitedHealthcare – 877-610-9785
- Member Helpline:
  - Anthem – 833-412-4405 or [www.anthem.com/register/](http://www.anthem.com/register/)
  - Humana – 866-274-5888 or [INHealthyHorizons@humana.com](mailto:INHealthyHorizons@humana.com)
  - UnitedHealthcare – 800-832-4643 or [IN\\_HPops@uhc.com](mailto:IN_HPops@uhc.com)

■ MCE Website:

– Member

- ◆ Anthem – [mss.anthem.com/in/indiana-home.html](https://mss.anthem.com/in/indiana-home.html)
- ◆ Humana – [humana.com/medicaid/indiana](https://humana.com/medicaid/indiana)
- ◆ UnitedHealthcare – [uhc.com/communityplan/Indiana](https://uhc.com/communityplan/Indiana)

– Provider

- ◆ Anthem – [providers.anthem.com/indiana-provider/patient-care/pathways-aging](https://providers.anthem.com/indiana-provider/patient-care/pathways-aging)
- ◆ Humana – [humana.com/provider/medical-resources/indiana-medicaid](https://humana.com/provider/medical-resources/indiana-medicaid)
- ◆ UnitedHealthcare – [uhcprovider.com/en/health-plans-by-state/indiana-health-plans/in-comm-plan-home.html](https://uhcprovider.com/en/health-plans-by-state/indiana-health-plans/in-comm-plan-home.html)



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