

IHCP *bulletin*

This bulletin has been updated to reflect accurate phone numbers where MCE transportation brokers can be reached.

INDIANA HEALTH COVERAGE PROGRAMS BT202493 JUNE 25, 2024

FSSA reminds providers of transportation changes with the launch of Indiana PathWays for Aging

The Indiana Family and Social Services Administration (FSSA) Office of Medicaid Policy and Planning (OMPP) will launch the Indiana PathWays for Aging (PathWays) managed care Medicaid program, starting July 1, 2024. Effective July 1, 2024, the Medicaid fee-for-service (FFS) transportation broker, Verida, will not be responsible for transportation trips for members that are enrolled in PathWays. Verida has been contacting members to explain the changes in transportation as well as provided information to the member’s new managed care entity (MCE) and MCE transportation broker. PathWays members will have transportation brokered through the transportation broker of their assigned MCE:

- Anthem – WellTrans
- UnitedHealthcare and Humana – LCP Transportation

Additional information regarding each MCE’s transportation services can be found on the following websites

- [Anthem](https://mss.anthem.com) at mss.anthem.com
- [Humana](https://humana.com) at humana.com
- [UnitedHealthcare](https://uhc.com) at uhc.com



As of June 15, 2024, the PathWays MCE transportation brokers have begun scheduling trips for members to occur on July 1 or after. Brokers are reaching out to members that have standing order/subscription trips to ensure their trips are assigned to providers within the MCE’s broker network. If a transportation provider is not enrolled with LCP or WellTrans and would like to be (or would like to help with member reservations), more information and contacts can be found at:

Table 1 – Contact information for MCE transportation brokers

	Provider Enrollment	Member Reservations
Anthem (WellTrans)	317-785-5500	844-772-6632
Humana (LCP Transportation)	317-412-9781, Ext. 555	866-274-5888
UHC (LCP Transportation)	317-412-9781, Ext. 555	800-832-4643

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. For more information, see the [Indiana PathWays for Aging website](https://in.gov/pathways) at in.gov/pathways.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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