

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202498 JUNE 27, 2024

FSSA reminds PathWays HCBS providers to register on each managed care entity provider portal

The Indiana Family and Social Services Administration (FSSA) encourages all Indiana PathWays for Aging (PathWays) Home- and Community-Based Services (HCBS) service providers to register for all three managed care entity (MCE) provider portals to stay informed and ensure smooth transition to the PathWays program.

This bulletin provides information on registration for each PathWays MCE provider portal.

Registration for MCE portals

PathWays HCBS service providers are encouraged to register their agency on each MCE provider portal. Registration allows you to:

- Submit and check claims and prior authorization (PA) requests
- Access important program updates and resources
- View and download relevant forms and documents
- Stay informed about upcoming events and training opportunities

Providers should reach out to the MCEs with questions. Contact information is located on the [PathWays Health Plan Comparison](#) page at in.gov/pathways.



Registration with the MCE portals does not require a current contract with any specific MCE. All HCBS providers, regardless of where they are in the contracting process, are welcome to register and use the portals for program information.

Registration instructions

Each MCE uses a different portal system:

- **Anthem and Humana:**
 - Registration is through [Availity Essentials](#).
 - Follow the on-screen instructions for creating an account, if you haven't already.
 - When registered, select the appropriate MCE within Availity.

■ **UnitedHealthcare:**

- Registration occurs through the [UnitedHealthcare Provider Portal](#).
- For instructions on how to register for the portal, visit the [UnitedHealthcare Provider Portal resources](#) page at [uhcprovider.com](#).

For more information

To find out more information, use these sources:

- Visit the [Indiana PathWays for Aging website](#) at [in.gov/pathways](#).
- Contact information for each MCE can be found on the [PathWays Health Plan Comparison](#) page at [in.gov/pathways](#) or through the MCE's individual website:
 - [Anthem](#) at [providers.anthem.com](#)
 - [Humana](#) at [humana.com](#)
 - [UnitedHealthcare](#) at [uhcprovider.com](#)

QUESTIONS?

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

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