



PathWays Preview

Managed Long Term Services and Supports Navigation Tool

June 20, 2024

Welcome to this edition of PathWays Preview, providing data on topics related to contracting, enrollment, claims processing, care/service coordination, rates/reimbursement, government affairs, and upcoming meetings and webinars to help you navigate and prepare for the Indiana Medicaid program launching **PathWays** (known as Managed Long Term Services and Supports or MLTSS).



Reminder!

PathWays GO LIVE:
July 1, 2024



Bookmark Online:
in.gov/pathways

Earlier this week, IHCA/INCAL alerted FSSA to an issue causing mass denials of skilled nursing claims. We are pleased to share that FSSA addressed and resolved the issue quickly and has begun re-processing the denied claims. There is no need for providers to re-submit the claims. A formal Bulletin will be published soon with more detail.



New IHCA/INCAL Members-Only PathWays Discussion Board

In anticipation of the July 1, 2024, launch of the PathWays program, IHCA/INCAL created a members-only discussion board. Any member can submit a question, comment, suggestion or tip, and any member can respond or comment. IHCA/INCAL staff will monitor the board and answer questions where applicable. The discussion board features five sections: Enrollment/Eligibility; Contracting; Service and Care Coordination/Authorizations; Billing and Claims; and General. Members can subscribe to each section but are not required to do so to participate.

To access the Board, log onto the myIHCA portal at this link:
ihcaincal.users.membersuite.com/home

Click on Engagement Hub > Discussions > View Discussion Board

We hope you find the discussion board useful!



CLAIMS PROCESSING

For in-network providers, claims must be submitted within 90 days from the date of service (DOS). For out-of-network providers, claims must be submitted within **6 months** of the DOS. PathWays MCEs are required to pay clean electronic claims within 21 days and clean **paper** claims within 30 days. In the near future, FSSA will publish a PathWays Claims FAQ on the PathWays [website here](#).



CONTRACTING

The PathWays MCEs conducted a contracting webinar late last year, with detailed information about their portals. [Access the presentation here.](#)

Contracting contacts for each MCE:

Anthem: April Walton, INmltssproviderrelations@anthem.com, 219-742-5323

Humana: Terry King, LTSSContracting@humana.com, 866-274-5888

UnitedHealthcare: Dorian Trice, IN_providerservices@uhc.com, 763-361-1650



ENROLLMENT

You can find your residents' MCE assignment in the IHCP eligibility portal beginning July 1, 2024. Please remember, if your residents wish to change their MCE selections, they can call the Indiana PathWays for Aging Helpline at 87-PATHWAY-4 (877-284-9294) to make a change. The PathWays MCEs began mailing member packets, which include a member ID card, this month.



AUTHORIZATIONS

Prior authorization is not required for skilled nursing facility admissions. The Level of Care serves as the authorization to admit. For all other prior authorizations, FSSA notes this is what providers can expect:

- **Provide continuity of care authorizations starting 7/1/2024**
 - Continue to provide services regardless of contracting status
 - Continue to check the IHCP on 7/1 for member eligibility
 - Check the Member's assigned MCE portal for viewing the authorizations starting on 7/1
 - Continuity of Care is required for the first 90 days
- **Coordinate care as required by the established service plans:** Service Plans viewable in the MCE portal on 7/1
- **Ongoing provider engagement and communication:** MCEs host recurring webinars and office hours specific for HCBS providers

FSSA recently conducted a webinar on authorizations, which can be accessed at this [link](#).

Upcoming Meetings/Webinars

Ongoing: AHCA Managed Care Webinar. Free to IHCA/INCAL members. [Learn more.](#)

June 27, noon: MLTSS Monthly Webinar Series. [Register here.](#)

Aug. 19 & 20: IHCA/INCAL 2024 Convention & Expo. [Register here.](#) (Members Only)