



# PathWays Preview

Managed Long Term Services and Supports Navigation Tool

July 12, 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 the July 1 Indiana Medicaid program launch of **PathWays** (known as Managed Long Term Services and Supports or MLTSS).

**Claims Workgroup:** IHCA/INCAL continues to participate weekly in the FSSA Claims workgroup meetings with other provider associations, FSSA and the MCEs. This week, the workgroup discussed inappropriate claims denials for lack of prior authorization, SNF billing codes, MCE readiness to process AL waiver claims, among other issues. The group spent a significant amount of time on SNF billing codes. Additional information on billing codes will be provided next week.

**Reminder:** Level of Care (LOC) Serves as the Authorization for SNF Admissions - FSSA issued [this statement](#) in May for SNF admissions. If a resident has an LOC, no prior authorization is required for SNF admissions. We have heard from a number of providers that some claims are denying for lack of authorization. IHCA has communicated this issue to FSSA.

## PathWays Resource Hub

**PathWays Discussion Board:** Visit [ihcaincal.users.membersuite.com/home](http://ihcaincal.users.membersuite.com/home)  
Click on Engagement Hub > Discussions > View Discussion Board

**Member Support Services:** 877-738-3511; [indianapathwaysmss@maximus.com](mailto:indianapathwaysmss@maximus.com)

**Enrollment Broker and General Questions:** 87-PATHWAY-4 (877-284-9294)

### Directories:

- [Anthem](#)
- [Humana](#)
- [UnitedHealthcare](#)

### Manuals:

- [Anthem Provider Manual](#)
- [Humana Provider Manual](#)
- [UnitedHealthcare Provider Manual](#)

### Websites:

- [Anthem](#)
- [Humana](#)
- [UnitedHealthcare](#)

### Helpline:

- Anthem: 833-569-4739
- Humana: 866-274-5888
- UnitedHealthcare: 877-610-9785

### Member Services:

- Anthem: 833-412-4405 or by [registering here](#).
- 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)

### Contracting:

- Anthem: [INmltssproviderrelations@anthem.com](mailto:INmltssproviderrelations@anthem.com)
- Humana: [InMedicaidProviderRelations@humana.com](mailto:InMedicaidProviderRelations@humana.com)
- UnitedHealthcare: [in\\_providerservices@uhc.com](mailto:in_providerservices@uhc.com)

### FSSA FAQ

### IHCA/INCAL FAQs

### PathWays Provider Resources



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