



PathWays Preview

Managed Long Term Services and Supports Navigation Tool

Sept. 6, 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).



REMINDER: FAIR RENTAL VALUE SURVEY FORMS DUE SEPT. 27

The Office of Medicaid Policy and Planning (OMPP) and the nursing facility associations are engaged in discussions regarding revisions to the Nursing Facility fair rental value methodology. The intent of the revision is to encourage and reward providers to make improvements to their facilities. To assist in modeling around the discussed revisions to the fair rental value methodology, a [Fair Rental Value Survey Form](#) has been uploaded to all nursing facility web portal accounts. Providers are encouraged to review the information on this form and to either confirm the data on the form or to provide corrected information. The form contains additional guidance on what providers should verify. **Review and completion of the provider portions of these forms are due to Myers and Stauffer by Sept. 27, 2024. [Learn more here.](#)**



FSSA UPDATE ON PATHWAYS PROGRAM: SEPT. 12

OMPP would like to invite you to join an informational webinar on the PathWays for Aging program on Thursday, Sept. 12 at 9 a.m. ET. During the presentation, OMPP staff will provide a post-implementation update of the PathWays program, which launched on July 1, 2024. The webinar will be recorded and posted on the PathWays [stakeholder engagement website](#). You can view the webinar on [Zoom](#) or the FSSA [YouTube page](#) at the time of the event.

YOU'RE INVITED

2024 IHCP WORKS ANNUAL PROVIDER SEMINAR: OCT. 8-10, 2024

The Indiana Family and Social Services Administration (FSSA) and Gainwell Technologies invite Indiana Health Coverage Programs (IHCP) providers to attend the 2024 IHCP Works annual provider seminar. The in-person seminar begins Tuesday, Oct. 8, and continues through Thursday, Oct. 10. There is no cost for the seminar.

[Learn more and register here.](#)

Let's Connect!

ihca.org | 1.800.466.IHCA





STATEWIDE NEEDS ASSESSMENT SURVEY OPEN TO ALL SENIORS

FSSA's Division of Aging announced that the 2024 Community Assessment Survey for Older Adults is now open to all residents aged 60 and older. All Indiana residents aged 60 or older are encouraged to participate by visiting polco.us/indiana24. The questionnaire gathers insights from seniors about their experiences with local employment and volunteer opportunities, housing, accessibility, mobility, and physical and mental health. Survey results will help identify the greatest challenges and needs for older adults across the state. This public input will support the development of related policies, initiatives, and community programs. [Access the survey here.](#)

PathWays Resource Hub

PathWays Discussion Board:

Visit ihcaincal.users.membersuite.com/home

Click on Engagement Hub > Discussions > View Discussion Board

Member Support Services: 877-738-3511; 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

Provider Territory Maps:

- Anthem
- Humana
- UnitedHealthcare

Member Services:

- Anthem: 833-412-4405 or by [registering here](#).
- Humana: 866-274-5888 or INHealthyHorizons@humana.com
- UnitedHealthcare: 800-832-4643 or IN_HPops@uhc.com

Contracting:

- Anthem: INmлтssproviderrelations@anthem.com
- Humana: InMedicaidProviderRelations@humana.com
- UnitedHealthcare: in_providerrelations@uhc.com

[FSSA FAQ](#)

[IHCA/INCAL FAQs](#)

[PathWays Provider Resources](#)



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