



PathWays HCBS waiver (in PathWays program) waiting checklist

Indiana PathWays for Aging is a Medicaid program for adults aged 60+ who are aged, blind or disabled. There is no waiting list for the Indiana PathWays for Aging program. There is a waiting list for the PathWays HCBS waiver. This document is for individuals who are enrolled in the Indiana PathWays for Aging program and would like to apply for or are on the waiting list for PathWays home and community-based services waiver.

1. Apply for PathWays HCBS Waiver

- Contact your local Area Agency on Aging office to complete a preliminary level of care screening by telephone. Your local Area Agency on Aging contact information is available online at www.in.gov/fssa/da/area-agencies-on-aging.
- Once you are found eligible for the preliminary level of care, the Area Agency on Aging will mail you an official letter about your waiting list placement.

2. While you are on the PathWays HCBS waiver waiting list

- Contact your PathWays health plan if there are any changes to your contact information, such as address or phone number.
- Your PathWays health plan may assist you with information and resources available in your community while you are waiting.
- You may call Indiana 211 for additional information about resources in your community.
- The MCE may support you in seeking home care services.
- You may also contact your health plan for assistance:
 - Anthem BCBS contact information
 - Medicaid Member Services: 833-412-4405
 - Website: anthem.com/inmedicaid
 - Member Services email address: Please use Sydney portal for email correspondence: www.anthem.com/register
 - Humana contact information
 - Medicaid Member Services: 866-274-5888
 - Website: www.humana.com/healthyindiana
 - Member Services email address: inhealthyhorizons@humana.com
 - United Healthcare Community Plan contact information
 - Medicaid Member Services: 800-832-4643
 - Website: www.uhc.com/communityplan/indiana
 - Member Services email address: in_hpops@uhc.com

3. Invitation to continue the process to access the PathWays HCBS Waiver when your name comes up on the waiver waiting list

- When your name comes up on the PathWays HCBS waiver waiting list, you will receive a letter of invitation in the mail from FSSA.
- The Area Agency on Aging will assign an options counselor to contact you to schedule an in-person assessment. You may also reach out to your Area Agency on Aging to initiate the process.
- The options counselor will make three attempts within a 30-calendar day period to reach you from the date notified by the state.



- Once contact has been made, the options counselor will schedule the in-person appointment with you.
During this in-person appointment, you will receive a full eligibility assessment including an updated level of care.
- Once you are determined to meet eligibility for the PathWays HCBS Waiver, the options counselor will put in the shell service plan so it can finish the process and MCEs will complete the initial.

4. When will services begin?

- Services begin once the PathWays Waiver is approved by OMPP.
- Your PathWays health plan service coordinator will reach out to you to create a service plan and the HCBS services will begin once your plan is complete.