



Member resources

For Indiana PathWays for Aging, Health and Wellness Waiver and Traumatic Brain Injury Waiver

Indiana PathWays for Aging

If you don't know your health plan or have general questions about the PathWays for Aging program, call the PathWays enrollment line.

Enrollment broker and general questions: 87-PATHWAY-4 (877-284-9294)



If you know your health plan and need more information about the plan and benefits, contact your managed care entity:

MCE member services

- **Anthem:** 833-412-4405 or by registering at anthem.com/register
- **Humana:** 866-274-5888 or INHealthyHorizons@humana.com
- **UnitedHealthcare:** 800-832-4643 or IN_HPOps@uhc.com

For information on each health plan, visit the MCE websites:

- **Anthem:** mss.anthem.com/in/insurance-plans/pathways-for-aging.html
- **Humana:** humana.com/medicaid/indiana
- **UnitedHealthcare:** uhc.com/communityplan/indiana/plans/medicaid/pathways

If you need support to navigate and resolve issues you've experienced while enrolled in PathWays for Aging, including those issues escalated through the formal grievance and appeals process with PathWays managed care entities:

Member support services

- indianapathwaysmss.com
- indianapathwaysmss@maximus.com
- 877-738-3511

For general program information and frequently asked questions about the PathWays program, please visit IN.gov/PathWays. If you experience challenges with the PathWays enrollment broker, please send those to inpathways@fssa.in.gov.

Health and Wellness or Traumatic Brain Injury Waiver

For Health and Wellness or Traumatic Brain Injury Waiver members (individuals aged 59 and younger):

Please contact your care manager for questions about your waiver services.

- If you do not know your Area Agency on Aging / Agency and Disability Resource Center, visit INconnect Alliance at in.gov/fssa/inconnectalliance or call them at 800-713-9023.
- If you have not heard from your care manager or are having difficulty contacting your care manager, email the Bureau of Disability Services with the relevant details at bds.help@fssa.in.gov or call the BDS helpline at 800-545-7763.