

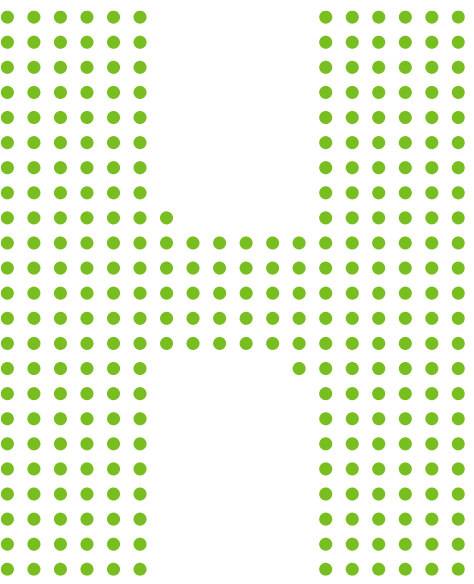
Humana Resources

Indiana PathWays for Aging

2025 IHCP Works Annual Seminar



Agenda

- 
1. Introduction
 2. Provider Website
 3. Availability Essentials
 4. Q&A

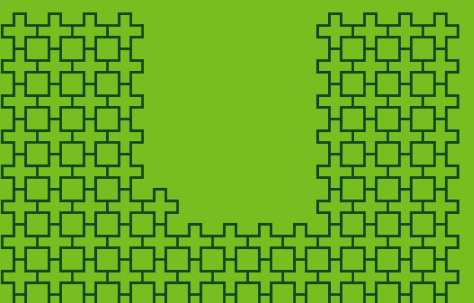
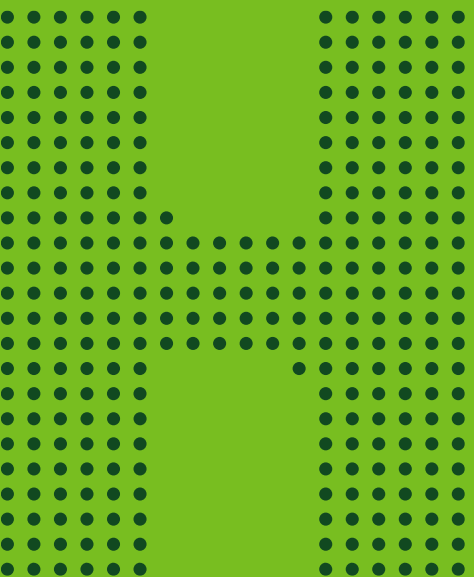
Bria Steele

Senior Provider Engagement Professional




Katelynn Koedyker

Provider Engagement Professional





Provider Website


Provider Website: [Humana.com/HealthyIN](https://www.humana.com/HealthyIN)


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Medicaid

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Humana Healthy Horizons in Indiana

Indiana PathWays for Aging


Welcome to Humana Healthy Horizons® in Indiana, launching on July 1, 2024 for Hoosiers who are 60 and older, blind and/or disabled.

Humana will administer care through the newly created Indiana PathWays for Aging program, which focuses on integrating care for long-term services and supports (LTSS).

[Learn more about Indiana PathWays for Aging](#)



Stay Informed: Access Resources and Humana Alerts

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Join the Humana Healthy Horizons provider network: Physical and behavioral health providers

We are committed to developing strong relationships with home and community-based services (HCBS) providers and behavioral health and physical health providers, empowering Hoosiers to age in the setting of their choice.

Enroll with Indiana Health Coverage Programs

To join the Humana Healthy Horizons network, all providers must be actively enrolled with Indiana Health Coverage Programs (IHCP). If you haven't already done so, please complete the IHCP enrollment process at the [Indiana Medicaid for Providers \(IHCP\) Provider enrollment page](#) to obtain your Indiana Medicaid provider ID. OMPP credentialing must be complete **prior** to enrolling in IHCP.

Council for Affordable Quality Healthcare (CAQH) application

For individual providers, Humana partners with the CAQH to streamline the credentialing process. For individual providers, prior to submitting your request to join Humana's network, you'll need to make sure we can access your CAQH credentialing application. We'll need an up-to-date CAQH application and access to view that application granted to Humana/ChoiceCare® to proceed with your enrollment with Humana Healthy Horizons.

Once you've obtained your Indiana Medicaid provider ID, you can submit your enrollment request to Humana. Enrollment requirements vary according to your provider type; find details on requirements for each provider type in the [provider network resource guide](#).

To grant Humana access:

- Sign in to the [CAQH website](#)
- Select the **authorization** tab
- Confirm that Humana is listed as an authorized health plan; if not, check the box to grant us the access we need to verify your credentials.


Complete your enrollment application with Humana

After you've confirmed your enrollment with IHCP and have granted access for Humana to view your CAQH credentialing application, you can complete and submit your enrollment application to verify eligibility for participation in Humana's network.

Indiana Medicaid

Humana Healthy Horizons in Indiana

- [Availity Essentials secure portal](#)
- [Behavioral and physical health clinical coverage policies](#)
- [Provider claims and payments](#)
- [Compliance training](#)
- [Archived documents](#)
- [News and announcements](#)
- [Pharmacy materials](#)
- [Prior authorization resources](#)
- [Provider resources](#)
- [Training resources](#)
- [Contact us](#)



Sign up for news, announcements and alerts for Indiana PathWays for Aging

[Sign up now](#)

Humana Alerts for News and Announcements



Sign up for news, announcements and alerts

Provider/organization name *

Tax identification number (TIN) *


Email *

Submit → [Clear](#)

A green-bordered box containing the title "Sign up for news, announcements and alerts", three input fields for "Provider/organization name", "Tax identification number (TIN)", and "Email", and two buttons: "Submit →" and "[Clear](#)".

Register Here: [Sign up for news, announcements, and alerts | Indiana Medicaid Providers](#)

Previous Alerts

**Humana** [For Providers](#) [More Humana](#) [Contact Us](#) [Español](#) [Search](#) [Log in to Availity](#)

[Working With Us](#) [Coverage & Claims](#) [Patient Care](#) [Dental & Pharmacy](#) [Medicaid](#) [Find Care](#)

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Humana Healthy Horizons in Indiana

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Sign up for news, announcements and alerts for Indiana PathWays for Aging

News and Announcements Page

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Search

Log in to Availity

[Working With Us](#)[Coverage & Claims](#)[Patient Care](#)[Dental & Pharmacy](#)[Medicaid](#)


Find Care

[Home](#) / [Medicaid](#) / [Indiana Medicaid](#) / [Communications Notices](#)

Humana Healthy Horizons in Indiana

Indiana PathWays for Aging

News and announcements



Visit this page often to find current network notices and copies of current and previous issues of our New Horizon Indiana PathWays for Aging provider newsletter. We'll also share news and updates around policy or reimbursement changes.

See the latest PathWays news from Humana Healthy Horizons® in Indiana

[Temporary Emergency Financial Assistance Payment Reconciliation](#)

[Humana Healthy Horizons Recommended by Indiana Family and Social Services Administration to Serve Medicaid Beneficiaries](#)

Network notices

[IHCB Bulletin BT202569: Coverage and billing information for the April 2025 quarterly Healthcare Common Procedure Coding System codes update](#)

[National Provider Identifier and Indiana Health Coverage Programs provider ID](#)

[Home health services prior authorization documentation](#)

Indiana Medicaid

[Humana Healthy Horizons in Indiana](#)

[Availity Essentials secure portal](#)

[Behavioral and physical health clinical coverage policies](#)

[Provider claims and payments](#)

[Compliance training](#)

[Archived documents](#)

[News and announcements](#)

[Pharmacy materials](#)

Example of a Previous Alert



Network Notification – Humana Healthy Horizons in Indiana

Notice date: July 9, 2025
To: Humana Healthy Horizons® in Indiana provider network for Indiana PathWays for Aging
From: Humana Healthy Horizons in Indiana
Subject: National Provider Identifier and Indiana Health Coverage Programs provider ID

On Jan. 28, 2025, the Indiana Health Coverage Programs (IHCP) published bulletin **BT202509** reminding providers when to bill using the IHCP provider ID or a National Provider Identifier (NPI).

For waiver providers

Waiver providers are considered atypical providers and must bill using their IHCP provider ID, even if the provider maintains a separate NPI for an additional enrollment type. The IHCP does not allow waiver providers to add an NPI to their provider profile. As a result, billing with an NPI will result in claim denials for the IHCP-enrolled waiver provider.

For nonwaiver providers

The IHCP requires all nonatypical providers to bill using an NPI. The following 3 data elements are used for the standard NPI crosswalk and may be required to make a 1-to-1 match to identify the proper service location associated with a claim:

- Billing NPI
- Billing taxonomy code
- Billing service location ZIP code +4

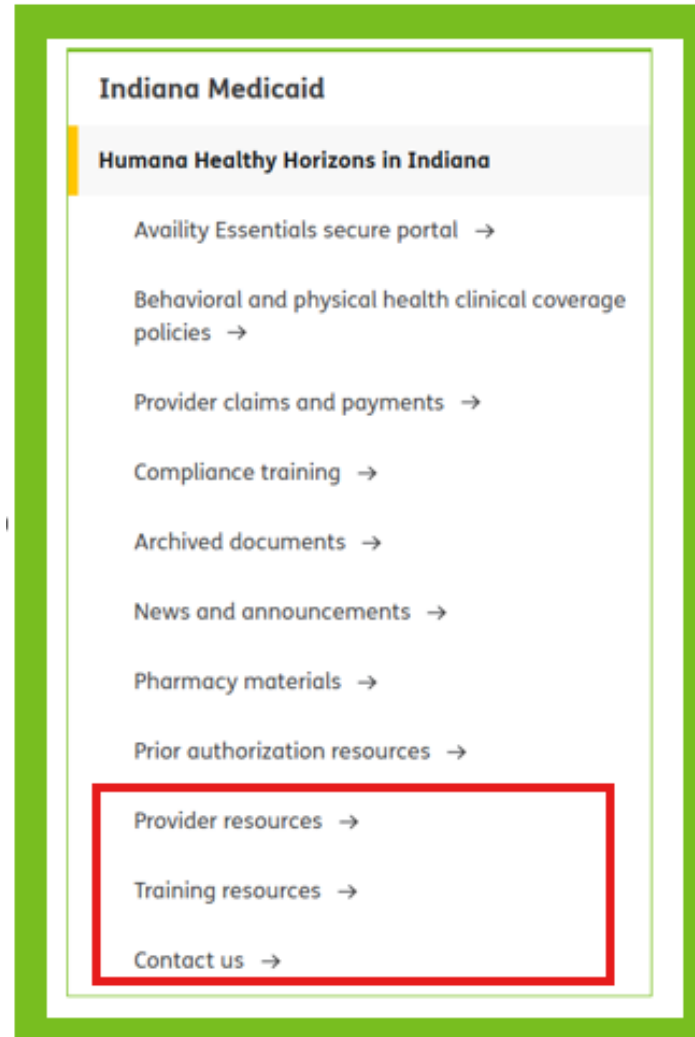
If claims are billed that do not allow a 1-to-1 match with the 3 elements above, the claim will be denied.



If you have questions or need assistance, please email **INMedicaidProviderRelations@humana.com** or call Provider Services at **866-274-5888 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

Humana Healthy Horizons in Indiana is a Medicaid Product of Arcadian Health Plan, Inc.
737603IN0525 INHMMZWEN_0425

Resource Tree



Provider Resources

General provider documents and resources	Provider Manual, Non-HCBS/Medical Provider Representatives Map, Rights & Responsibilities, etc.
Long-term services and supports/Home and Community-Based Services	HCBS Representatives Map & Regional Breakdown
Preferred Drug List	List of approved drugs for PathWays members
Prior authorization (PA) request forms	Various PA forms for medications
Training and education documents	Compliance training, Training Calendar, Relias, etc.
Humana 340B Claims Processing Information	Pharmacy claims guidance

Humana Healthy Horizons in Indiana PathWays for Aging Behavioral Health, Physical Health, and Nursing Facility Provider Representatives Map

Region 1

INMedicaidProviderRelations_T1@humana.com
Brittani Fox - (219) 216-5588

Region 2

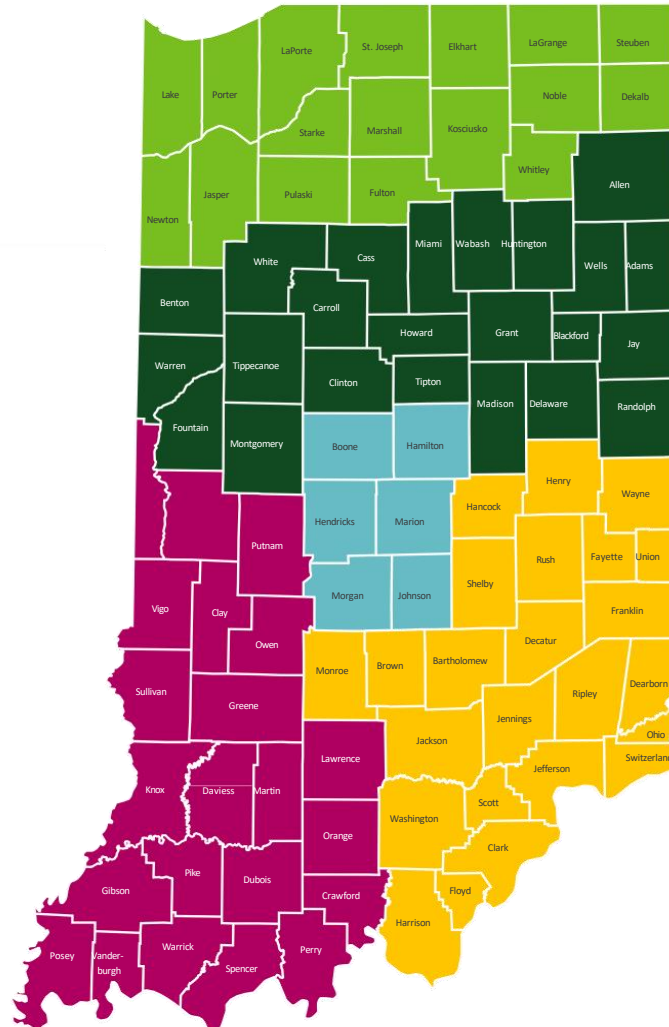
INMedicaidProviderRelations_T2@humana.com
Jelaina Hollingsworth - (346) 236-4261

Region 3

INMedicaidProviderRelations_T3@humana.com
Jelaina Hollingsworth - (346) 236-4261
Lauren Savitskas - (317) 793-8028

Region 4

INMedicaidProviderRelations_T4@humana.com
Mychelle Christian - (812) 204-9285



Region 5

INMedicaidProviderRelations_T5@humana.com
Lauren Savitskas - (317) 793-8028

Skilled Nursing Facilities

INLTSSNursingFacilityAssistedLiving@humana.com
Jessie Iden - (574) 275-3573

Hospice

INLTSSAdultDayHospice@humana.com
Kimberly Dunn (812) 914-3104

Humana Healthy Horizons in Indiana PathWays for Aging Long-Term Services and Supports/Home and Community-Based Services Provider Representatives Map

Region 1

INLTSSProviderRelations_T1@humana.com
Katelynn Koedyker (219) 296-8295

Region 2

INLTSSProviderRelations_T2@humana.com
Katelynn Koedyker (219) 296-8295

Region 3

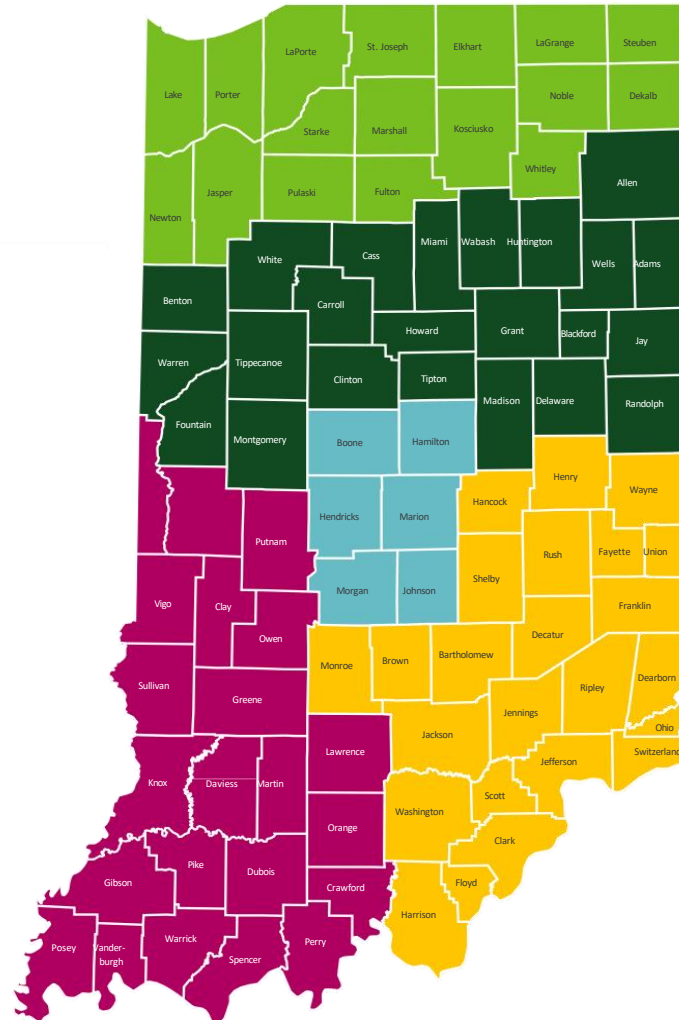
INLTSSProviderRelations_T3@humana.com
Celina Alicea (765) 415-9344

Region 4

INLTSSProviderRelations_T4@humana.com
HCBS Provider Education & Outreach Team

Region 5

INLTSSProviderRelations_T5@humana.com
HCBS Provider Education & Outreach Team



Adult Day Services

INLTSSAdultDayHospice@humana.com
Kimberly Dunn – (812) 914-3104

Assisted Living

INLTSSNursingFacilityAssistedLiving@humana.com
Jessie Iden – (574) 275-3573

Attendant Care/Home and Community Assistance

INLTSSPersonalCareAttendant@humana.com
Cierra Rich – (260) 298-4348
Bria Steele – (317) 677- 2693

Training Resources


Humana Healthy Horizons in Indiana

Indiana PathWays for Aging Training resources

We offer web-based training, including live events and webinars, with our physicians and other healthcare professionals.



Relias

PathWays providers in the Humana Healthy Horizons® in Indiana network have access to Relias—a web-based library available through your secure [Avality Essentials](#)  account.

Through Relias, you can explore topics like:

- Addiction
- Behavioral health
- Integrated care
- Mental health
- Nutrition
- Senior Care
- Social Determinants of Health
- Telehealth
- Technical Learning

To access the Relias library, please:

- Sign in to your [Avality Essentials](#)  account
- Select Humana Healthy Horizons in Indiana under the Payer Spaces tab
- Select the Resources tab

These training modules provide integrated information to support comprehensive care and address unique member needs. The extensive Relias library offers courses designed to improve the likelihood of success in the emerging value-based healthcare delivery system. You also can earn continuing education credits by completing these courses.

[How to Access Relias](#) 

Training Schedule

[Provider Training Calendar](#) 

Indiana Medicaid

Humana Healthy Horizons in Indiana →

[Avality Essentials secure portal](#) →

[Behavioral and physical health clinical coverage policies](#) →

[Provider claims and payments](#) →

[Compliance requirements](#) →

[Archived documents](#) →

[News and announcements](#) →

[Pharmacy materials](#) →

[Prior authorization resources](#) →

[Provider resources](#) →

[Training resources](#) →

[Contact us](#) →



Provider Training Calendar



Healthcare provider training calendar Oct. 1 – Dec. 31, 2025

Humana Healthy Horizons® in Indiana offers provider training covering Indiana PathWays for Aging plan requirements, processes and procedures.

Sign up for webinars by visiting the registration link.



Questions related to registration, please email Provider Relations at INMedicaidProviderRelations@humana.com.

Date and time (Hours are shown as Eastern time)	Topic/description	Register
Every Tuesday in October 2025, 9 a.m. – 10 a.m.	Humana Healthy Horizons new provider orientation. This orientation familiarizes newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.	Virtual: Register for the Humana Healthy Horizons new provider orientation
Wednesday, Oct. 8, 2025, 9 a.m. – 10 a.m.	Provider manual overview Topics: <ul style="list-style-type: none">• Appointment wait time and access standards• Primary medical provider (PMP) after-hours availability• Member rights and responsibilities• Provider rights and responsibilities	Virtual: Register for the Humana Healthy Horizons provider manual overview
Thursday, Oct. 9, 2025, 9 a.m. – 9:30 a.m.	Availity Essentials™ office hours Humana Healthy Horizons representatives are available to help with Availity Essentials inquiries.	Virtual: Register for the Humana Healthy Horizons Availity Essentials office hours

Check out our
[Training Calendar](#)

Contact Us

Provider Services:

- 866-274-5888
 - Available Monday – Friday from 8:00am to 8:00pm EST

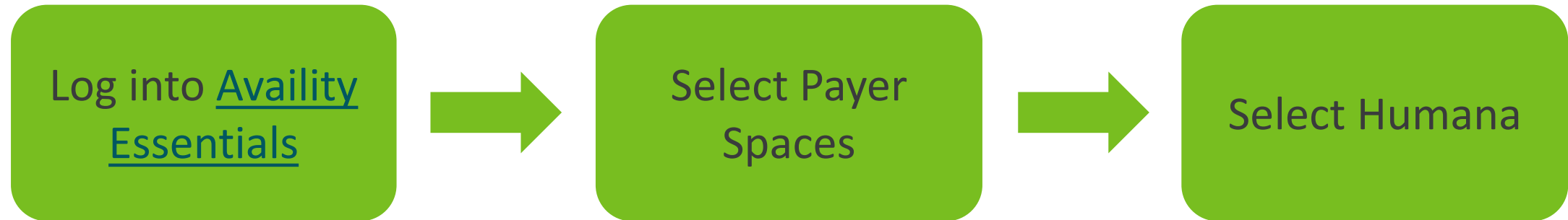
Joining Our Network/Demographic Updates:

- HCBS: LTSSContracting@Humana.com
- Non-HCBS: INProviderUpdates@Humana.com
- Behavioral Health: INBHMedicaid@Humana.com



Availity Essentials

Humana Payer Space



Humana's payer space within Availity Essentials consists of many supportive tools and resources.

Applications
Resources
News and Announcements

Availity Essentials: www.availity.com

Humana Payer Space Resources & Tools

- Applications
 - Electronic Funds Transfer/Electronic Remittance Viewer (EFT/ERA) Enrollment
 - Authorization Management (Non-HCBS)
 - View member ID cards
 - Humana Learning Center – Compliance, EFT Enrollment tutorial, and more
- Resources
 - "Indiana PathWays for Aging Care Coordination" - Link to HealthEdge (Guiding Care) Portal
 - [Provider Directory](#)
 - [Making It Easier](#) – Remittance Viewer, Overpayments Tool, and more.
- News and Announcements
 - Previous Humana notifications (provider website & Availity)

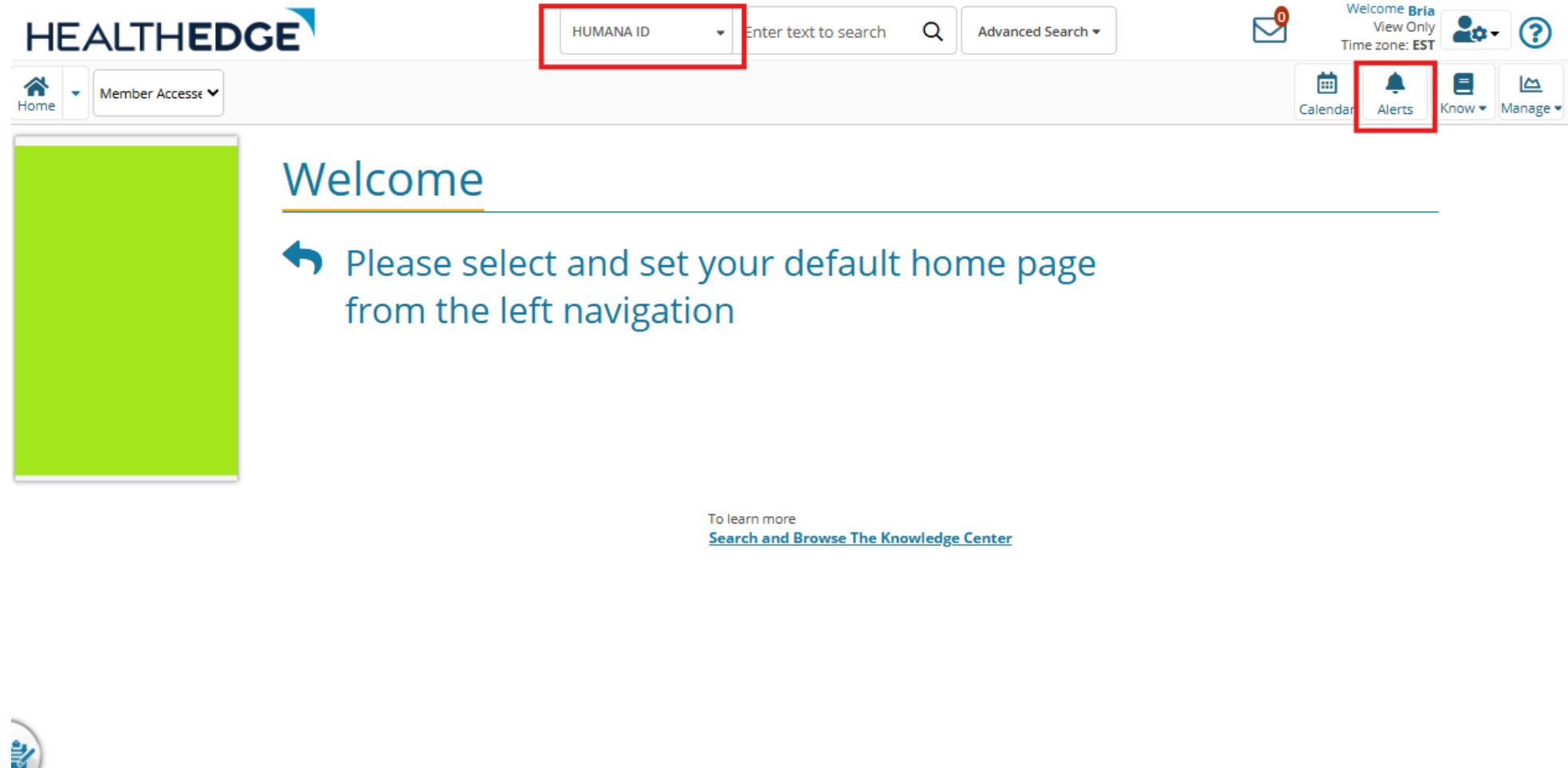
HealthEdge Portal



- HCBS Service Authorizations (Notice of Action/NOA)
- Care Plans
- Contact details of assigned Care/Service Coordinators

***** Training for this tool is available in our payer space in the Humana Learning Center under the applications tab *****

HealthEdge Portal – Home Page



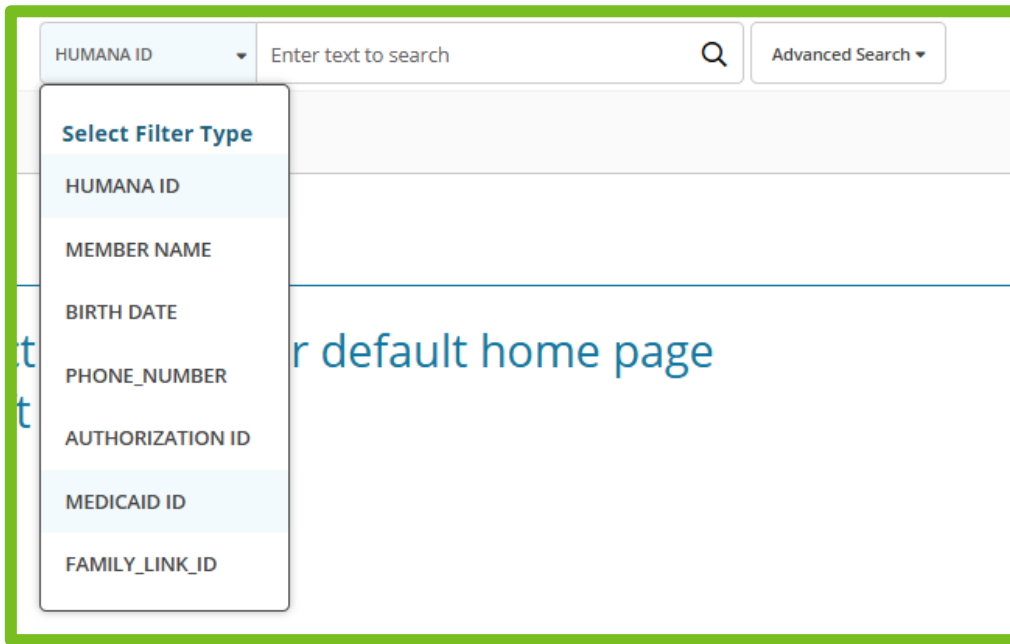

The screenshot displays the HealthEdge Portal Home Page. At the top left is the **HEALTHEDGE** logo. To its right is a search bar with a dropdown menu currently set to **HUMANA ID**, followed by a text input field labeled "Enter text to search" and a magnifying glass icon. Further right is an "Advanced Search" button. On the far right of the top bar, there is a notification icon with a red "0", a welcome message "Welcome Bria" with "View Only" and "Time zone: EST" below it, and a user profile icon with a settings gear and a help question mark.

Below the top bar is a secondary navigation bar. On the left, it includes a "Home" button with a house icon and a "Member Access" dropdown. On the right, it features icons for "Calendar", "Alerts" (which is highlighted with a red box), "Know" with a dropdown arrow, and "Manage" with a dropdown arrow.

The main content area begins with a large green rectangular placeholder on the left. To its right, the word **Welcome** is displayed in a large blue font, underlined. Below this, a blue arrow icon points to the left, followed by the text "Please select and set your default home page from the left navigation".

At the bottom center of the page, there is a small link that reads "To learn more" followed by "[Search and Browse The Knowledge Center](#)".

HealthEdge Portal – Member Search



HUMANA ID ▾ Enter text to search 🔍 Advanced Search ▾




Select Filter Type

- HUMANA ID
- MEMBER NAME
- BIRTH DATE
- PHONE_NUMBER
- AUTHORIZATION ID
- MEDICAID ID
- FAMILY_LINK_ID

r default home page

Select Member (Displaying top 10 records)

Select member record below or [launch advanced search](#)

	Eligibility	Altruista ID	Last Name	First Name	Gender	Birth Date	
	✓ Active						 

HealthEdge Portal – Member Details

→

Member Details

Caregivers

Care Team

Programs

Eligibility

Person

Heart

Medical

Calendar

Checkmark

Personal Details

Member Name (F-M-L): ██████████

Preferred Name: Not Available

Gender: Female

Gender Identity: Not Available

Sexual Orientation: Not Available

Preferred Pronouns: Not Available

Date of Birth: ████████

Altruista ID: ████████

Member ID: ████████

Preferred Contact Format: Not Available

Service Interruption: [Not Available](#)

Phone Numbers

Preferred Phone: Not Available

Primary Phone: ████████

Cell Phone: ████████

Alternate Phone: Not Available

Fax: Not Available

Preferred Time to Call: Not Available

Edit

Languages

Primary Language: ENGLISH

Preferred Written Language(s): ENGLISH

Preferred Spoken Language(s): ENGLISH

Communication Impairment: Not Available

Address

████████████████████
████████████████████
████████████████████
████████████████████

Medical IDs

Primary Insurance: Not Available

Primary Ins. Policy #: Not Available

Secondary Insurance: Not Available

Secondary Ins. Policy #: Not Available

HealthEdge Portal – Care Team

Member Details

Caregivers

Care Team

Programs

Eligibility

Name

Clinic / Org. / Depart.

Start Date MM/DD/YYYY

End Date MM/DD/YYYY

Status

Care Team Type

Active

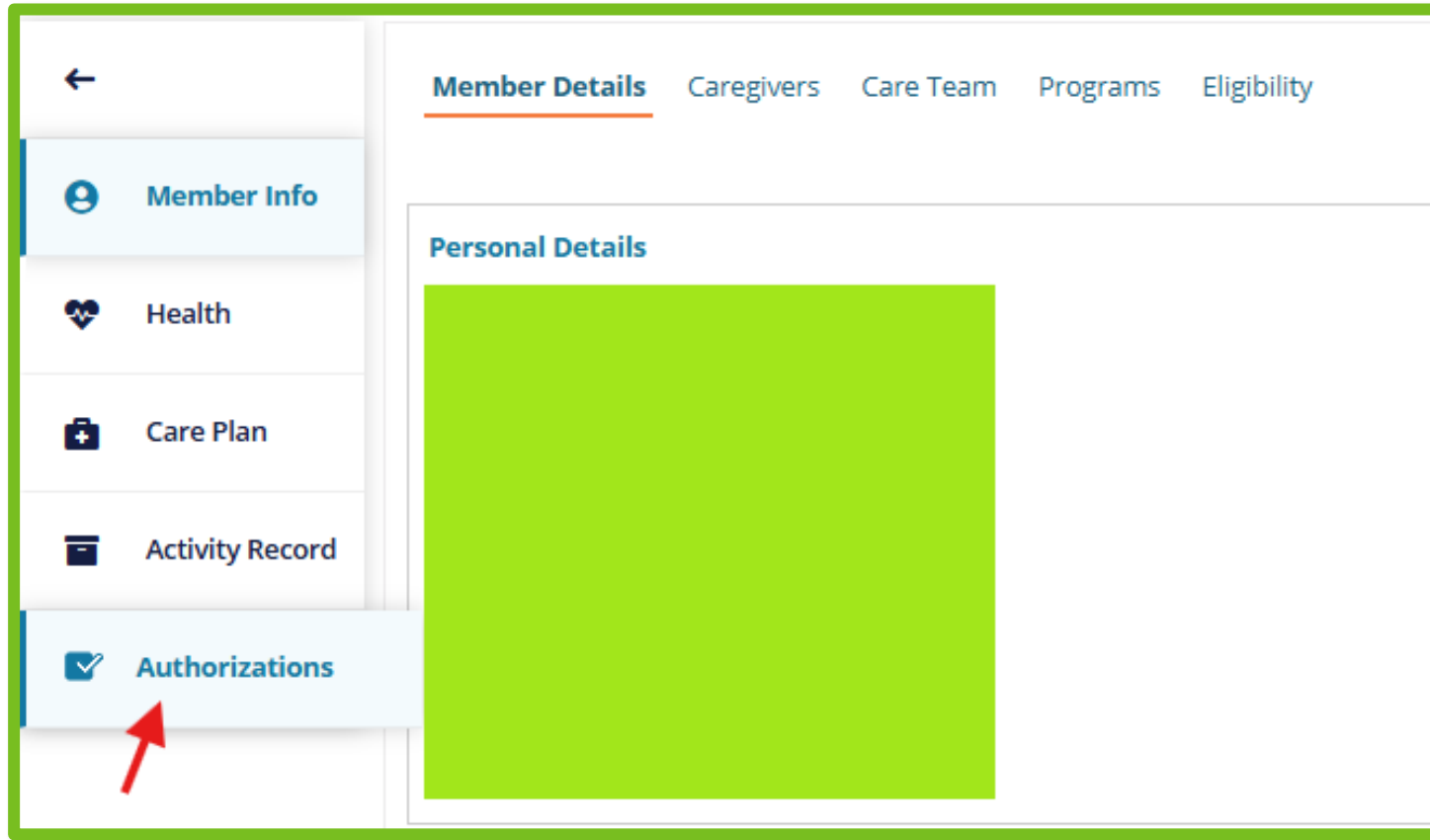
ALL

☒ Set as Default Search

[Go to Release of Information](#)

<input type="checkbox"/>	Name	Clinic / Org. / Dept.	Care Team Role	PCP	Premium Provider	PBP	Primary	Specialty	Phone	Extension Number	Fax	Start Date	End Date	Release of Information	Primary Pharmacist	Caregiver Type
<input type="checkbox"/>																
<input type="checkbox"/>																
<input type="checkbox"/>																
<input type="checkbox"/>																
<input type="checkbox"/>																
<input type="checkbox"/>																
<input type="checkbox"/>																

HealthEdge Portal – Service Authorizations



HealthEdge Portal – List of Service Authorizations

Authorization List

Search By Select

Auth Type Select

Auth ID

Admission Type Select

Service Type Select

Auth Priority Select

From Date MM/DD/YYYY

To Date MM/DD/YYYY

Auth Creation Date MM/DD/YYYY

Provider

Provider Specialty Select

Config Columns

Auth #	Auth Priority	Auth Type	Provider Name	From Date	To Date	Ap...	Dnd.	Used	Left	Unit Type	Created Date and Time	

1

20 items per page

1 - 19 of 19 items

| 27

HealthEdge Portal – Review Service Authorization

Authorization Summary

Print

Authorization Summary

Member Name:

Auth #:

Facility:

Auth Current Owner:

Approved Days:

Auth Status:

Service To:

DOB:

Auth Priority:

Request Received Date:

Auth Created On:

Requested Units:

Auth Actual Owner:

Member ID:

Auth Type:

Payor:

Requested Days:

Approved Units:

Number Of Days:

Authorization Codes

Code Type	Code	Description	Alternate Service ID	Negotiated rate at service code
Primary Service Category Code	S5125	Attendant Care (Agency)		



◀ ◁ 0 ▷ ▶ 10 items per page

No items to display

Documents

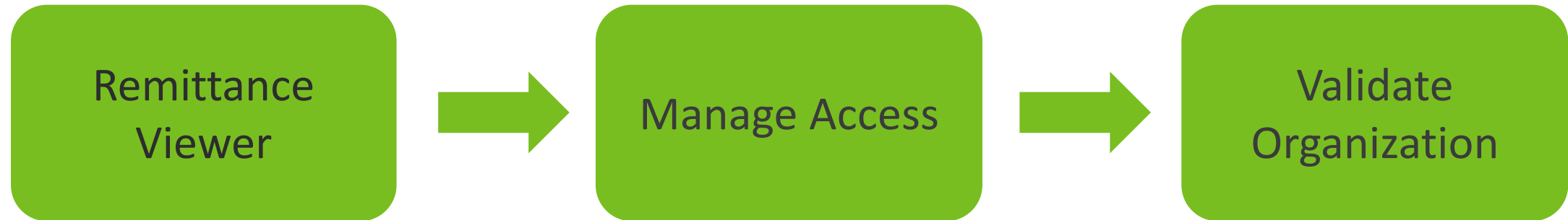
Document	View	Description	Created By	Created On
IN UM LTSS Approval Notice Letter MEM.pdf		IN UM LTSS Approval Notice Letter_MEM		
IN UM LTSS Provider Notice of Action FAX FAC FAX.pdf		IN UM LTSS Provider Notice of Action FAX_FAC_FAX		

Remittance Viewer – How to Access



- Review claim processing details
- Updated from "Remittance Viewer (Humana) to "Remittance Viewer"
- Providers are encouraged to download for records

Remittance Viewer - Validation



Providers must validate organization within Remittance Viewer tool.

- TIN
- Check/ACH Number found on previous remittance details
- Check Date found on previous remittance details
- Exact Check/ACH amount



Please take a few minutes to complete the event and session evaluations!



Humana®