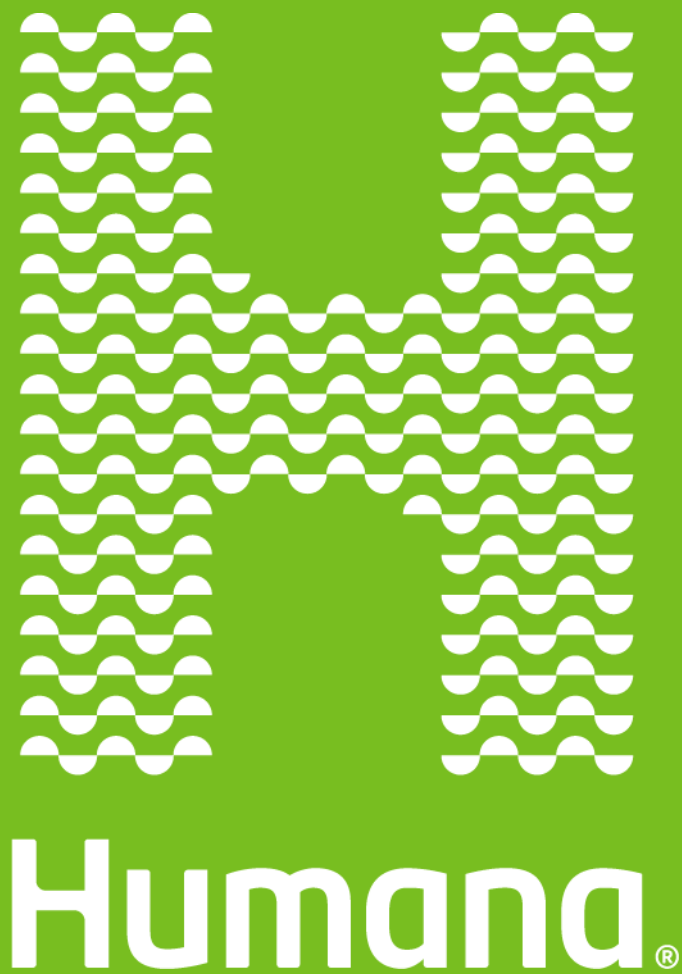
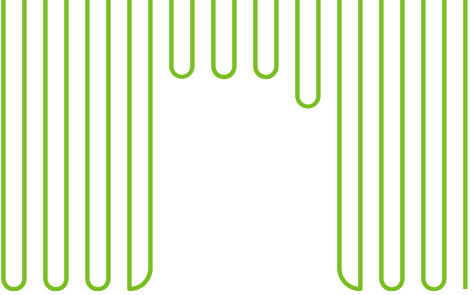




Availity Essentials & HealthEdge Navigation

Indiana PathWays for Aging
2026 IHCP Works Annual Seminar



Agenda

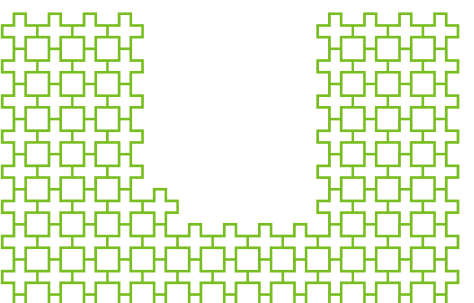
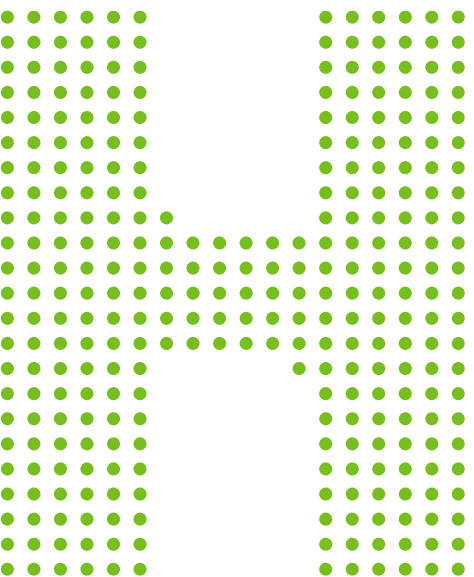
1. Introduction

2. Availability at a Glance

3. Availability Tools

4. HealthEdge

5. Q & A



Bria Steele

Senior Provider Engagement Professional



Kimberly Dunn

Provider Engagement Professional

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

Cierra Rich - (260) 298-4348

Region 3

INLTSSProviderRelations T3@humana.com

Taylor Mitchell - (463) 265-2405

Bria Steele - (317) 677-2693

Region 4

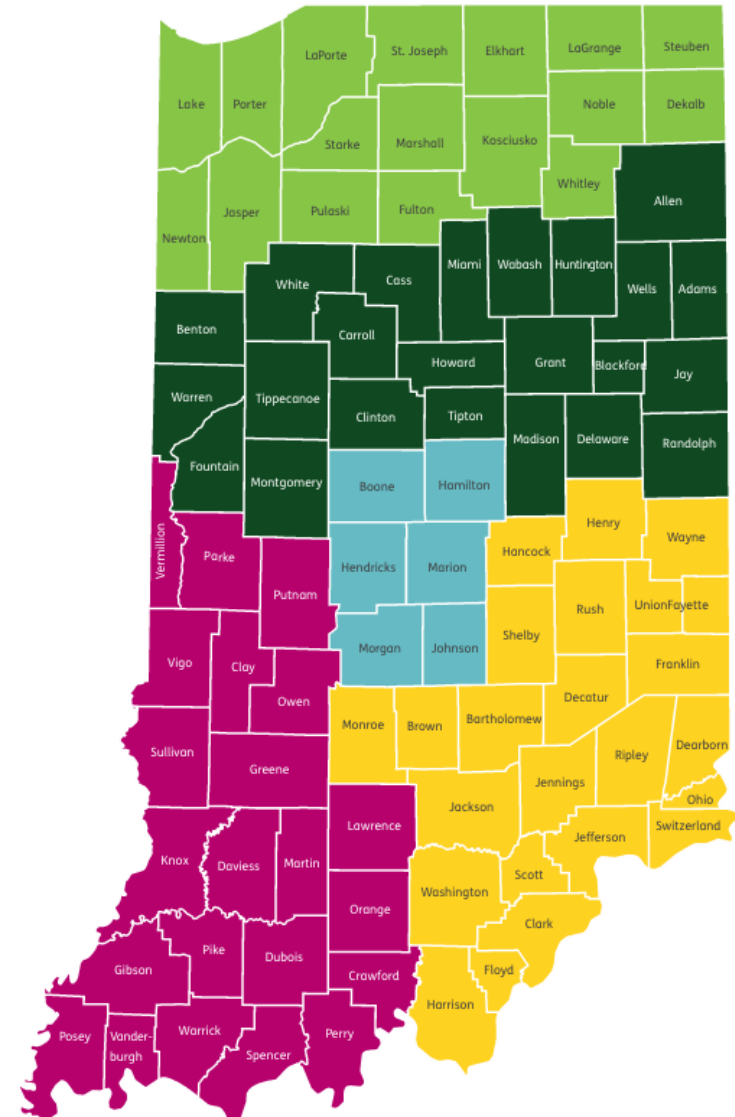
INLTSSProviderRelations T4@humana.com

Mark Eastridge - (812) 697-8583

Region 5

INLTSSProviderRelations T5@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

Skilled Nursing Facilities

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

Assisted Living

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

Hospice

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

Adult Day Services

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

Attendant Care/Home and Community Assistance

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

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

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

Hannah Lummis - (463) - 324-6074

Region 4

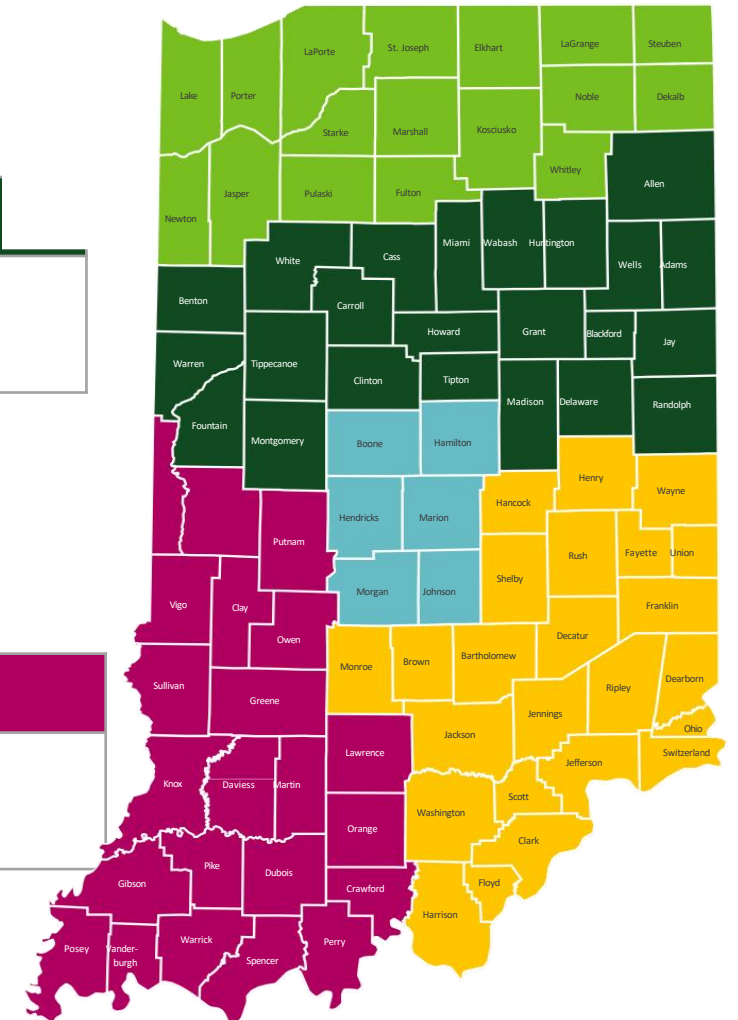
INMedicaidProviderRelations T4@humana.com

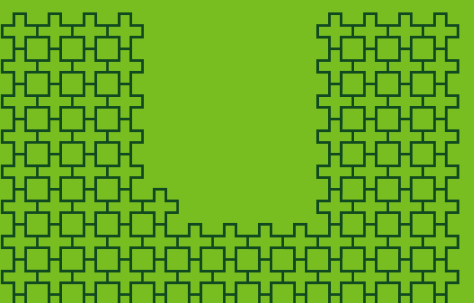
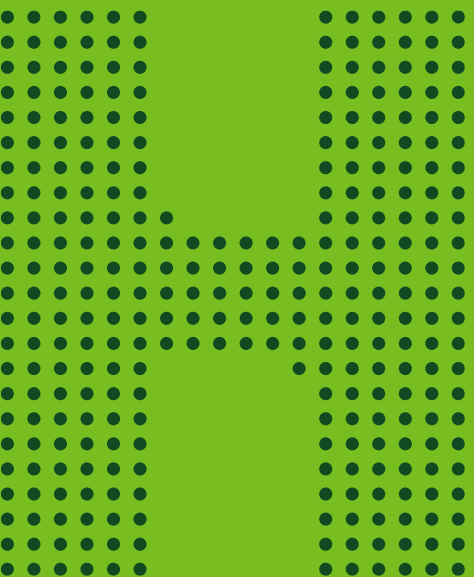
Mychelle Christian - (812) 204-9285

Region 5

INMedicaidProviderRelations T5@humana.com

Mychelle Christian - (812) 204-9285





Availity at a Glance

Availity at a Glance

Availity Essentials™ is a secure multi-payer portal that lets you interact with Humana Healthy Horizons® in Indiana and other participating payers without having to use multiple systems and remember separate user IDs and passwords.

Availity Registration Guide

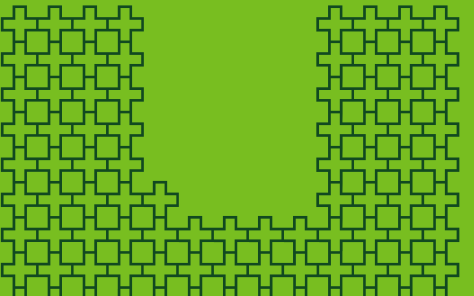
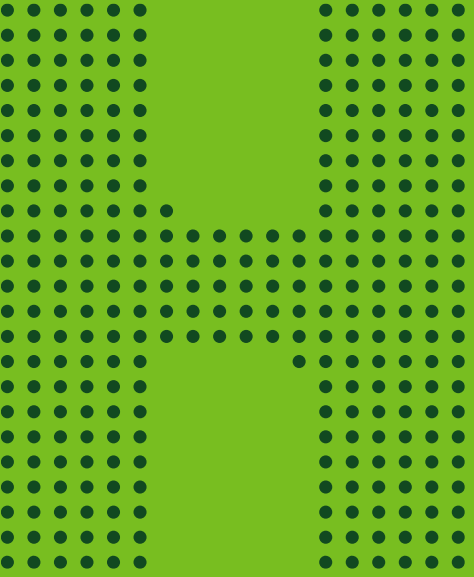
Availity Customer Support: 800-282-4548

Monday – Friday, 8am – 8pm EST

Availity.com

Availity at a Glance – Continued

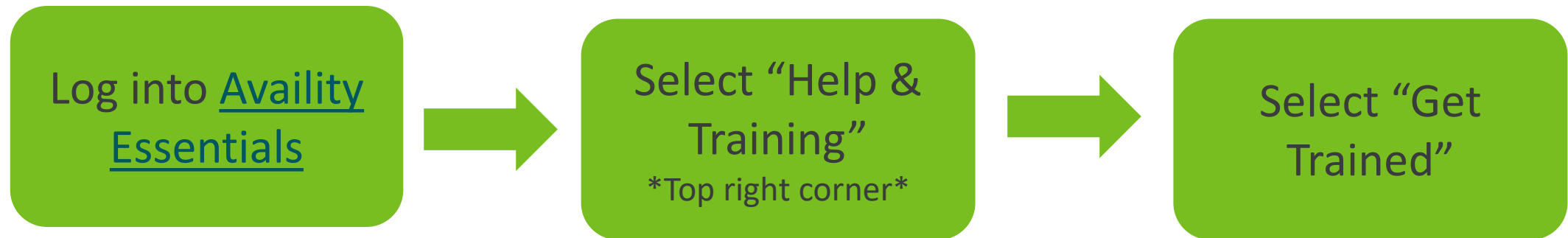
- Submit claims and review claim status
- Eligibility and benefits
- Preauthorization and referral requests
- Confirm authorizations status
- Send electronic attachments
- Respond to medical record requests
- View remittance advice
- Submit disputes and appeals for finalized claims
- And more!



Availability Tools

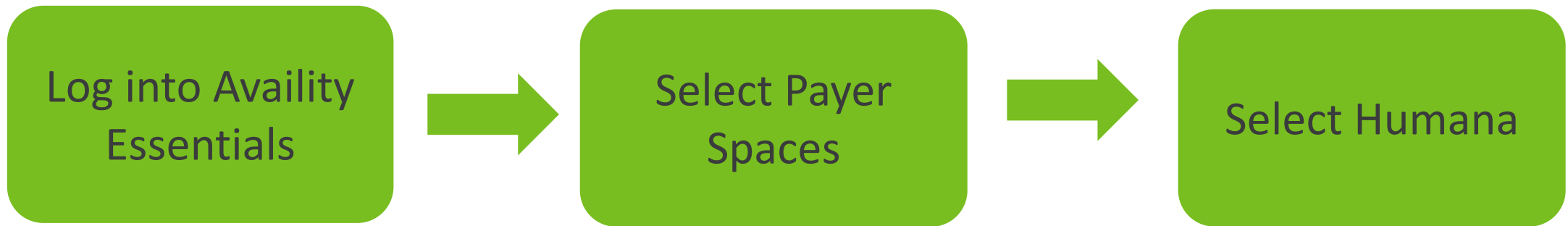
Availity Tools – Education and Training Resources

Availity Essentials offers free product training.



Availity Essentials: www.availity.com

Availity Tools – Humana Payer Space



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

Availity Essentials: www.availity.com

Availity Tools – Humana Payer Space Continued

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

Availity Tools – EFT/ERA Enrollment

- From the Applications tab, select the ERA/EFT enrollment app. (If you don't see the app, contact the Availity administrator for your office to discuss your need for this tool.)
- After the enrollment process is complete, Humana Healthy Horizons claim payments are deposited directly in the bank account(s) of your choice.

Note: Update banking information as needed

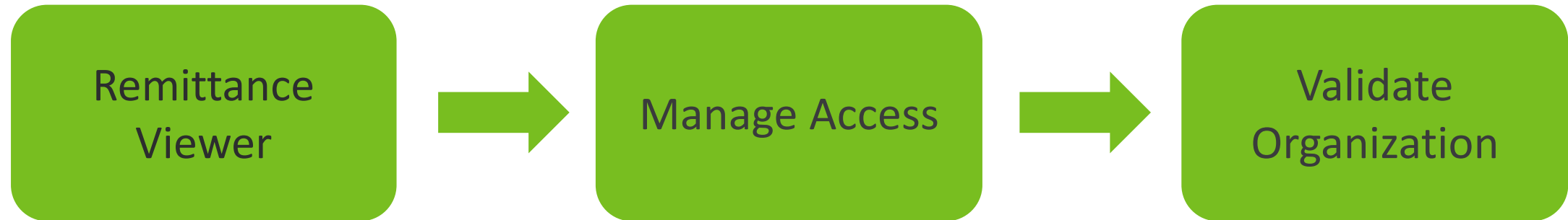
Availity Tools – Remittance Viewer – How to Access



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

Availity Essentials: www.availity.com

Availity Tools – Remittance Viewer – Validation



Providers must validate organization within Remittance Viewer tool.

- Tax Identification Number (TIN)
- Check/Automated Clearing House (ACH) Number found on prior remittance details
- Check Date found on previous remittance details
- Exact Check/ACH amount

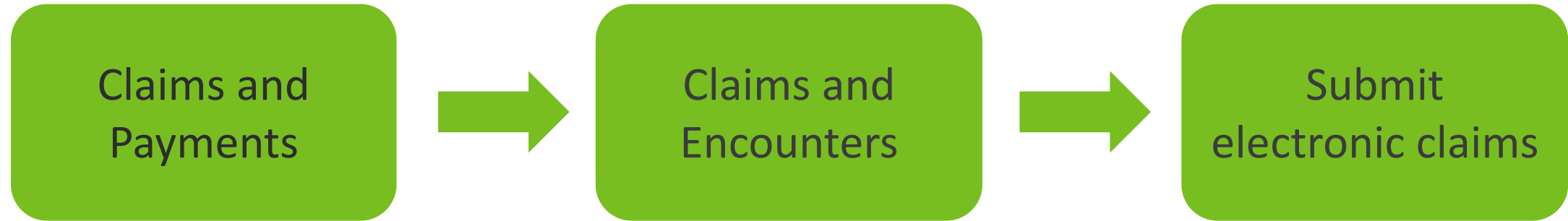
Availity Essentials: www.availity.com

Availity Tools – Eligibility and Benefits

The Eligibility and Benefits tool can be used for the following:

- Review member benefits/coverage
- View and/or print patient's ID card
- Access copayment, coinsurance, and deductible details
- Obtain clinically relevant information specific to the member

Claim Submission



If submitting a claim through a clearinghouse, use the following Humana Payer ID:

61101

Claim Status Tool

With the Claim Status tool in Availity Essentials, you can:

- Research claims by claim number, member details, or date(s) of service
- Access remittance information
- Identify an overpayment for finalized claims
- Use the "Correct This Claim" feature

Where to find the tool:

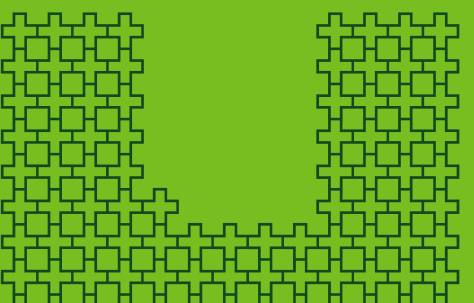
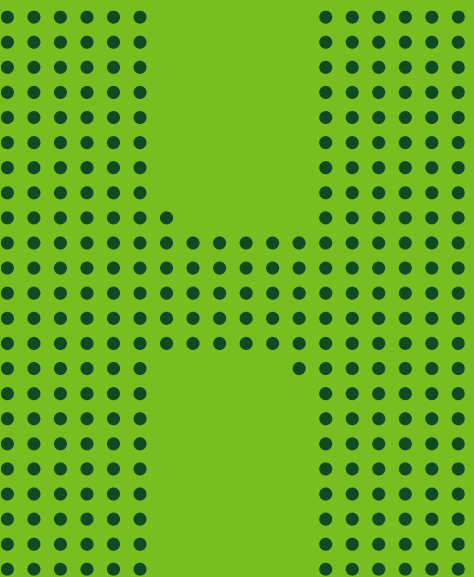
You can find the Claim Status tool in Availity Essentials under Claims & Payments.

Please note

- If you don't have an Availity user ID and password, visit www.availity.com to register.
- If you have an Availity account, ask your organization's Availity administrator to grant you access to the tool.

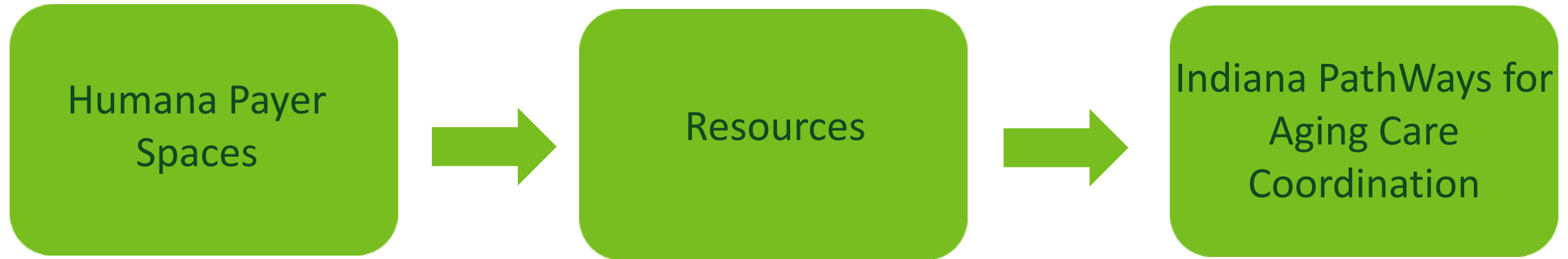
Claim Status Continued

- If the claim correction feature is available for the claim, a Correct this Claim button will display on the detail screen.
 - For Humana Healthy Horizons, only claims with a status of **Finalized** can be corrected. Claims pending, for example, will not have this option available yet.
 - Insert a bullet point/blurb about the correct this claim feature is not the main way to submit a corrected claim
- If the claim is finalized:
 - The Remittance Viewer button allows you to access the remittance document.
 - The Dispute Claim button allows you to initiate a claim dispute.
 - The Identify Overpayment button allows you to notify Humana that the claim was overpaid.



HealthEdge

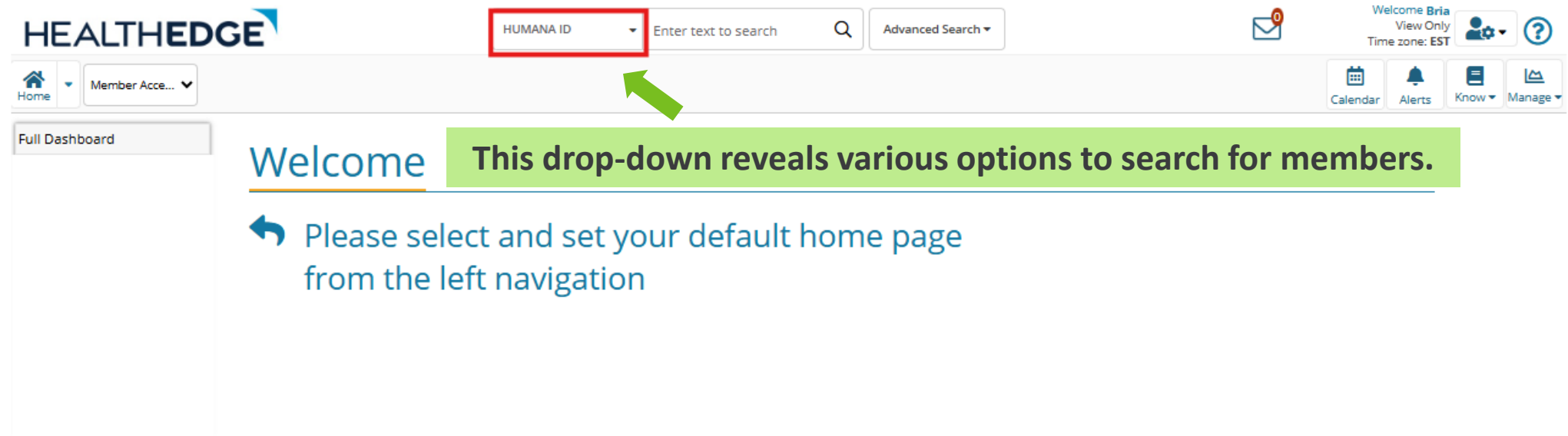
HealthEdge Portal



- HCBS Service Authorizations (Notice of Action[NOA])
- Care Plans
- Contact details of assigned Care/Service Coordinators
- HealthEdge can only be accessed through the link in Payer Spaces

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 red box around the "HUMANA ID" dropdown menu, which is pointed to by a green arrow. The search bar also includes a text input field "Enter text to search", a magnifying glass icon, and an "Advanced Search" button. On the far right of the top bar, there is a notification icon with a red "0", a user profile section showing "Welcome Bria", "View Only", and "Time zone: EST", and a help icon. Below the top bar, the left sidebar contains a "Home" button and a "Member Acce..." dropdown. The main content area features a "Welcome" heading, a green callout box stating "This drop-down reveals various options to search for members.", and a blue arrow pointing left with the text "Please select and set your default home page from the left navigation".

HEALTHEDGE

HUMANA ID Enter text to search Q Advanced Search

Welcome Bria
View Only
Time zone: EST

Calendar Alerts Know Manage

Full Dashboard

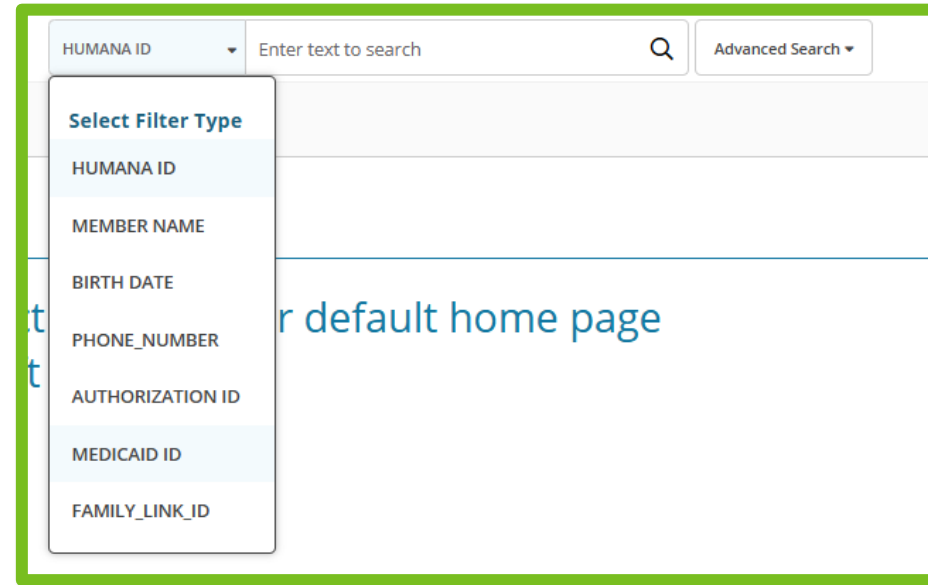
Welcome

This drop-down reveals various options to search for members.

Please select and set your default home page from the left navigation

HealthEdge Portal – Member Search

Select the desired filter type and input applicable details within the "enter text to search" field.

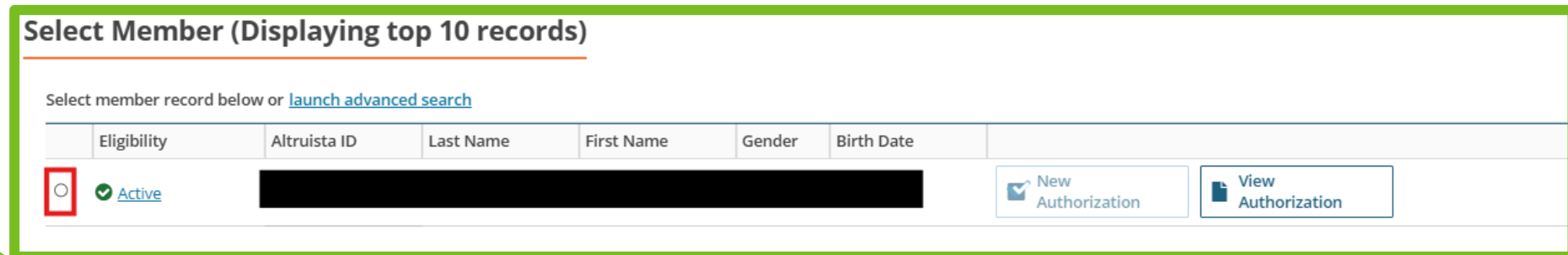


HUMANA ID ▾ Enter text to search 🔍 [Advanced Search ▾](#)

Select Filter Type

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

After selecting the magnifying glass, a window will appear with member details.



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					New Authorization View Authorization

Select the radio button to open member's care profile.

HealthEdge Portal – Member Details

Member Details

Caregivers

Care Team

Programs

Eligibility



Personal Details

Member Name (F-M-L):
Preferred Name: **Not Available**
Gender:
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:

Member's care coordinator contact details will be found in the "Care Team" section of this page.

Preferred Written Language(s): **ENGLISH**
Preferred Spoken Language(s): **ENGLISH**
Communication Impairment:

Address

Address:
City:
State / Province: **IN**
Zip / Postal Code:
County:
Country:

Medical IDs



Phone Numbers

Preferred Phone:
Primary Phone:

HealthEdge Portal – Review Member's 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

Q

Search

×

Clear

Edit

History

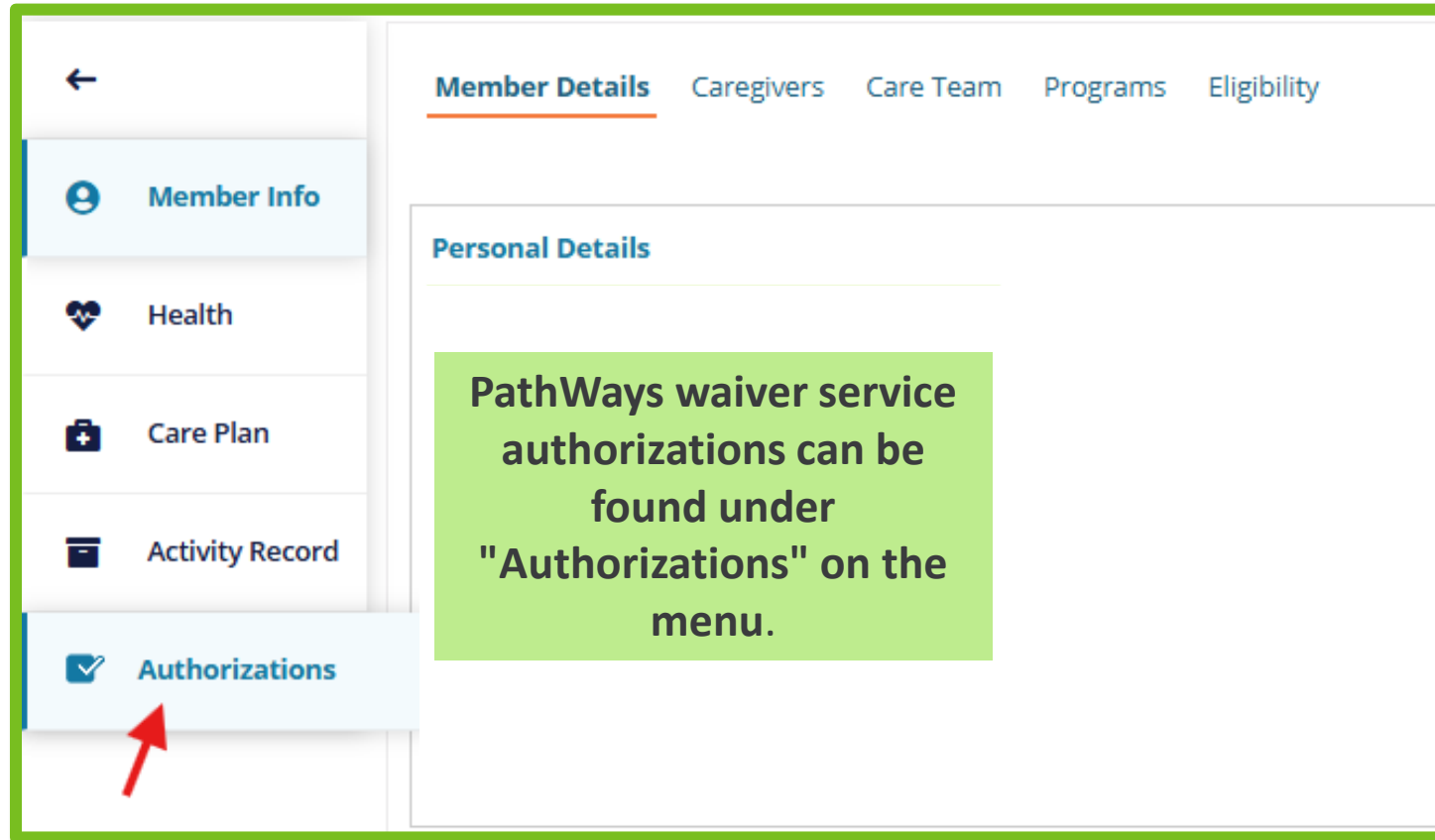
Choose Columns

[Go to Release of Information](#)

☐	Name	Clinic / Org. / Dept.	Care Team Role	PCP	Prem... Provi...	PBP	Zip / Postal Code	Primary	Speci...	Phone	Extension Number	Fax	Start Date	End Date	Rele... of Infor...	Crea... By	Crea... On	Upda... By	Updated On	Billing NPI	NPI Type	Health Home	Prim... Phar...	Care... Type
☐																								
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Details about member's care team will be found here.

HealthEdge Portal – Service Authorizations



HealthEdge Portal – List of Service Authorizations

Authorization List

Search By Auth Type Auth ID Admission Type
Service Type Auth Priority From Date To Date
Auth Creation Date Provider Provider Specialty

[Config Columns](#)

Auth #	Auth Priority	Auth Type	Provider Name	Provider Specialty	From Date	To Date	Appr.	Dnd.	Used	Unit Type	Auth Status	Created Date and Time	Auth Closed Date and Time	
														
														
														
														
														
														
														
														
														

The "config columns" link will allow providers to toggle list view.

A comprehensive list of service authorizations will appear in this area.

Providers can review service authorization documents by selecting the paper icon to the right of the applicable service authorization entry.

HealthEdge Portal – Configure Columns

List of options for columns to allow easier review.

Config Columns



	Column Name
☐	Episode Name
☒	Provider Specialty
☐	Req.
☒	Appr.
☒	Dnd.
☒	Used
☐	Left
☒	Unit Type
☐	Dec. Count
☒	Auth Status
☐	Auth Status Reason
☐	Overall Service Status

Save

Cancel

HealthEdge Portal – Review Service Authorization

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	SS125	Attendant Care (Agency)		

A window will appear with additional details. Scroll down to the "documents" section to locate the service authorization.

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		

Select the document title to download the service authorization.

Select the eye icon to have a quick view of the service authorization



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



Thank you

Humana
Healthy Horizons®

