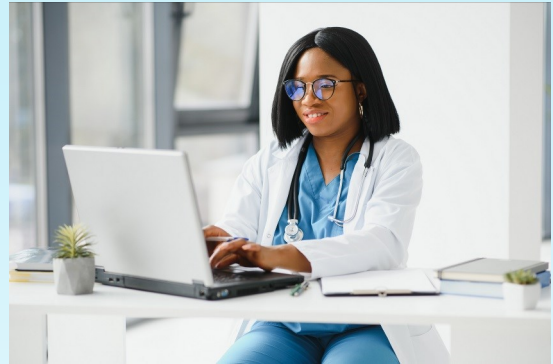


IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2024103 JULY 2, 2024

PathWays prior authorization submission resources available for LTSS and HCBS providers

The Indiana Family Social Services Administration (FSSA) and the Office of Medicaid Policy and Planning (OMPP) are committed to providing continuity of care for members as they transition from various Indiana Health Coverage Programs (IHCP) to the Indiana PathWays for Aging (PathWays) program. Effective **July 1, 2024**, the assigned managed care entity (MCE) is required to provide continuity of care for authorizations for members transitioning into the PathWays program. For Home- and Community-Based Services (HCBS) providers that served members in the Aged and Disabled (A&D) Waiver, MCEs honor 90-day continuity of care extension for all notices of actions expiring **June 30, 2024**.



The PathWays program will be delivered under the long-term services and supports (LTSS) delivery system. For prior authorization (PA) requests, each MCE will allow providers to submit the *IHCP Prior Authorization Request Form* (universal PA form), accessible from the [Forms](#) page at in.gov/medicaid/providers. Providers are encouraged to refer to the MCE provider manual for policies and procedures specific to each MCE. The MCEs will offer providers training, support and resources regarding submission of the *IHCP Prior Authorization Request Form* through the MCE specific portal.

To further support providers regarding PA submissions, the following list of MCE training and education resources has been compiled:

- Prior authorization:
 - [Anthem](#) at providers.anthem.com
 - [Humana](#) at humana.com
 - [UnitedHealthcare](#) at uhcprovider.com
- PA submission:
 - Physical health
 - ◆ Anthem PathWays – Phone: 844-284-1798 or Fax: 877-410-0623
 - ◆ Humana PathWays – Phone: 866-274-5888 or Fax: 502-324-6376
 - ◆ UnitedHealthcare PathWays – Phone: 877-610-9785 or Fax: 844-897-6514
 - Behavior health/substance use disorder (SUD)
 - ◆ Anthem PathWays – Phone: 833-569-4739 or Fax: 877-410-0623
 - ◆ Humana PathWays – Phone: 866-274-5888 or Fax: 502-324-6376
 - ◆ UnitedHealthcare PathWays – Phone: 877-610-9785 or Fax: 844-897-6514

- Provider manuals:
 - Anthem – [Anthem Provider Manual](#)
 - Humana – [Humana Provider Manual](#)
 - UnitedHealthcare – [UHC Provider Manual](#)
- Provider helpline:
 - Anthem – 833-569-4739
 - Humana – 866-274-5888
 - UnitedHealthcare – 877-610-9785
- MCE provider website:
 - [Anthem](#) at providers.anthem.com
 - [Humana](#) at humana.com
 - [UnitedHealthcare](#) at uhcprovider.com
- MCE provider education opportunities:
 - [Anthem](#) at providers.anthem.com
 - [Humana](#) at humana.com
 - [UnitedHealthcare](#) at uhcprovider.com
- MCE contact information:
 - [IHCP Quick Reference Guide](#)



The IHCP Quick Reference Guide that includes Indiana PathWays for Aging information will be posted on July 1, 2024.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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