



# CoInform Meeting

October 31, 2023

Presented by the Family and Social  
Service Administration (FSSA)

# Agenda

- Welcome & Workgroup Updates
  - CoDesign → CoInform
- MCE Readiness Review Updates
- PathWays Communications & Marketing Preview
- Questions & Next Steps



# CoInform Workgroup



Leading up to go-live, the workgroup objectives is:

- FSSA will provide information that is useful to the people you support throughout the state about PathWays (e.g., enrollment)
- FSSA will share key updates on our progress to ensure the MCEs are ready to begin providing coverage by July 1, 2024
- Stakeholder may share what they are hearing on the ground and if there are issues FSSA may need to address

Logistics:

- Meet approximately monthly. Next meeting will be on 12/6.
- Ideally one representative per organization; email [backhome.indiana@fssa.in.gov](mailto:backhome.indiana@fssa.in.gov) with whom you'd like to participate (or post in the chat now)
- There are opportunities for our LTSS providers (HCBS and NF) to participate in detailed meetings to ensure providers are ready for go-live. Please reach out to Darcy Tower or Ashton Driscoll if you need more information. Over 600 providers have participated to date.

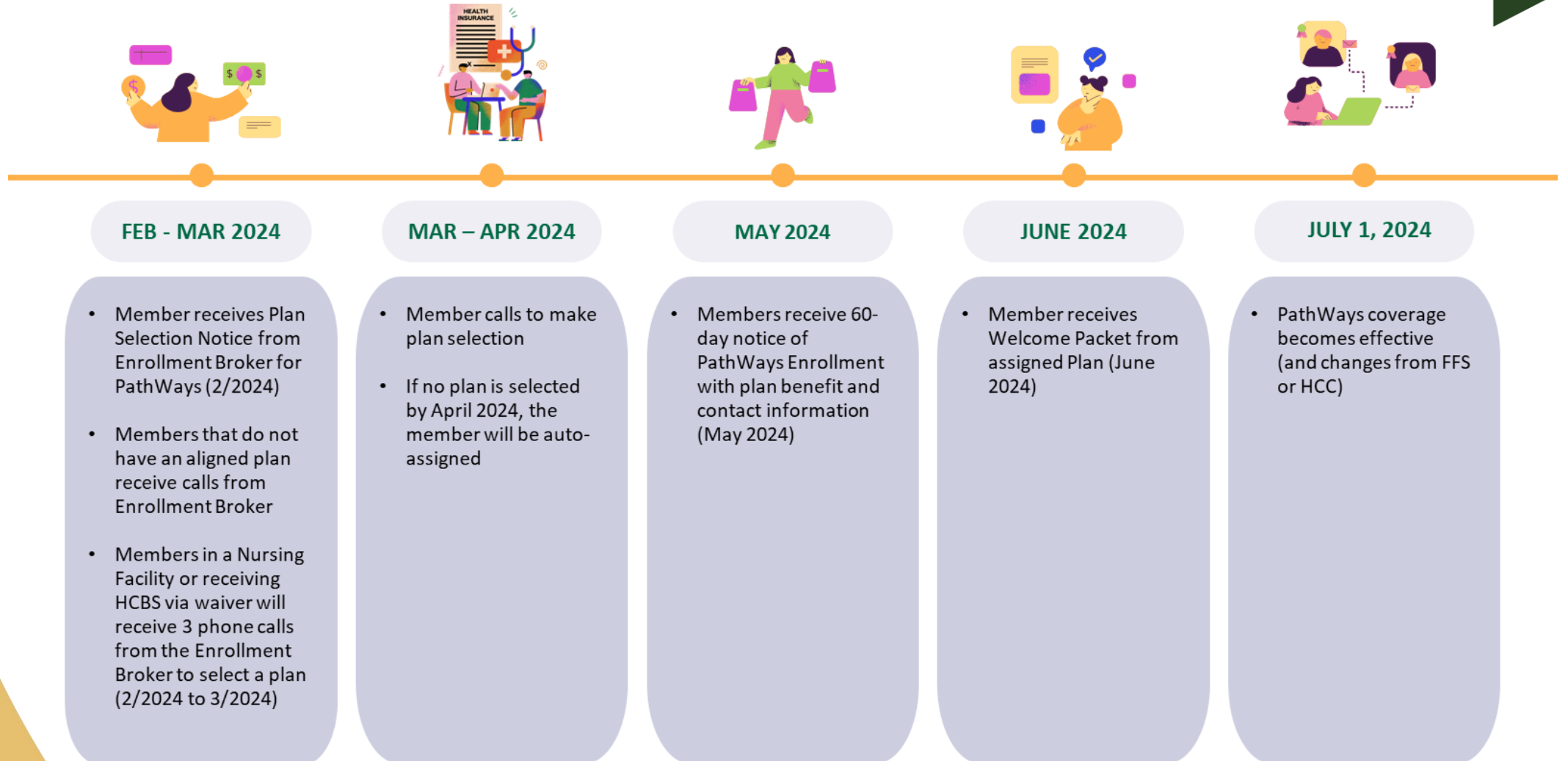
# MCE Readiness Review Updates



Since we last met last quarter, FSSA & the PathWays MCEs (UHC, Humana, and Anthem) have made readiness progress. Key updates:

- OMPP received MCE desk review submissions on September 5
- OMPP received MCEs documentation for:
  - Provider Education and Outreach Documents
  - Provider Website Information
  - Network Participation Process Documents
- Virtual onsite occurred September 25 – September 28
- These onsites included demonstrations for:
  - Provider website
  - Provider Dispute Resolution Processes
  - Provider Enrollment and Disenrollment Processes
  - Provider Services Helpline
- Systems testing has started with CoreMMIS and EDW. No issues have been identified.

# Enrollment Timeline





# PathWays Marketing & Communications Preview



# Who is eligible for PathWays?



## Who is eligible for the PathWays program?

Indiana residents who are Medicaid enrollees that meet the following requirements:

- Individuals who are 60 and over who are aged, blind and disabled and Qualify for traditional Medicaid services,
- or Receive services through Hoosier Care Connect,
- or Qualify for both Medicare and Medicaid,
- or Receive services on the Aged and Disabled Waiver
- or Receive services in a nursing facility

## Who is NOT eligible for the PathWays program?

- Those under 60
- Healthy Indiana Plan (HIP) member of any age
- Hoosier Healthwise (HHW) members of any age
- Division of Disability and Rehabilitative Services (DDRS) waiver members including:
  - FSW (Family Support Waiver)
  - CIH (Community Integration and Habilitation Waiver)
- TBI (Traumatic Brain Injury Waiver)
- RCAP (Room and Board) members
- Medicaid members on the ESRD (End Stage Renal Disease) waiver
- Breast and Cervical cancer members on MA12
- Intellectual and developmental disability residents in intermediate care facilities (ICF)
- Members eligible for ESO (Emergency Services Only) due to citizenship status

# Indiana PathWays for Aging



- Indiana PathWays for Aging will offer **more choices** that will allow people to get nursing facility level of care at home or in a community setting, in addition to a nursing facility
- PathWays members can choose one of three MCEs (health plans): Anthem, Humana, and United Healthcare
- Each MCE:
  - Offers the same Medicaid health coverage
  - Might work with different doctors, hospitals, or HCBS providers
  - Might offer different special (value-add) benefits



# PathWays will provide members with lots of support



***Member Support Specialist\*: Someone to call if a member or caregiver has a concern or complaint***

\* This is in addition to the Long-Term Care Ombudsman

***Care Coordinator: To support member health care needs***

***Service Coordinator: To support member waiver needs***

***Assistance with navigating both Medicaid and Medicare benefits***

***Level of Care Assessment Representative: Someone to help members choose a managed care entity. Note: Beginning July 2025\****

# How can you support the people you serve?



- Website
- FAQ
- Digital Toolkit
- Helpline



# PathWays Website Live Nov. 1



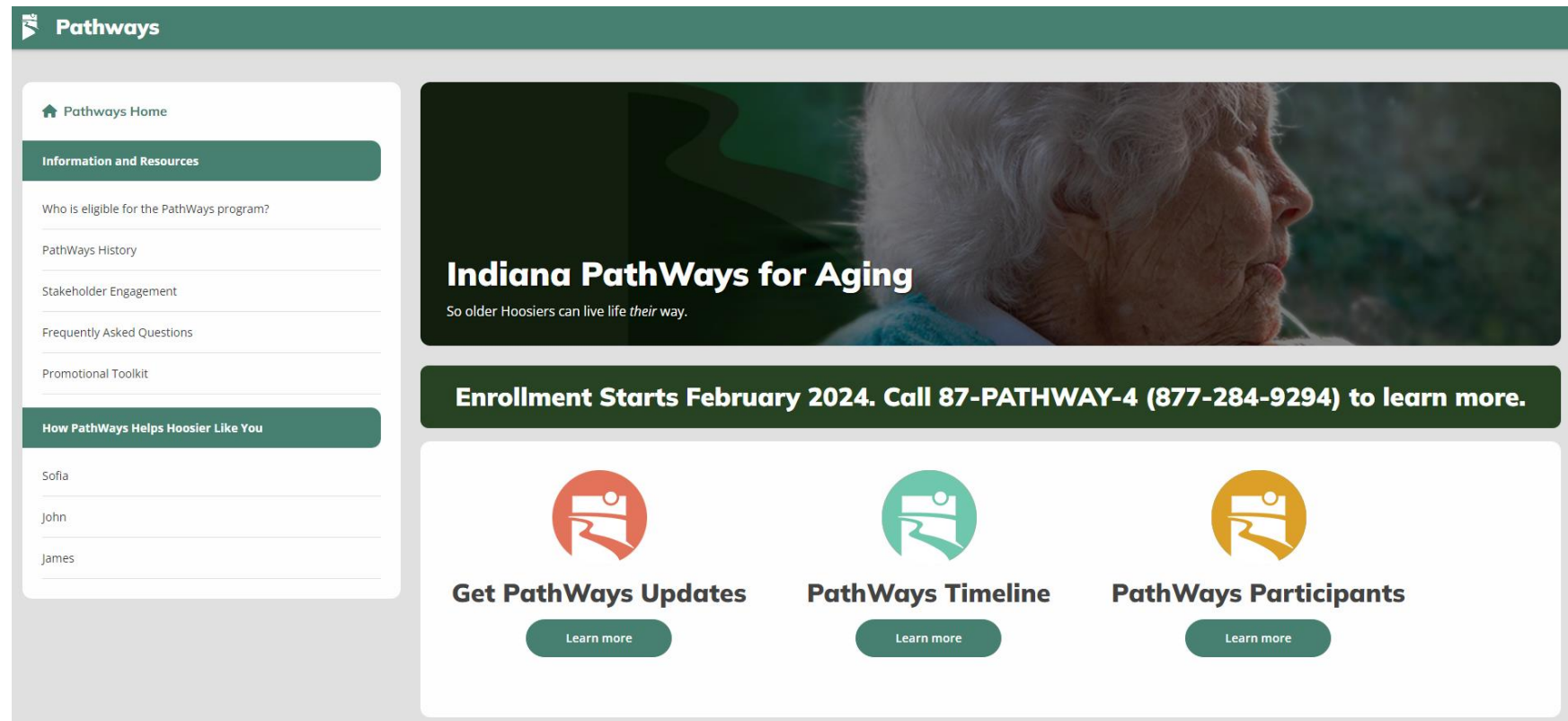
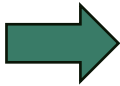
- [www.IN.gov/PathWays](http://www.IN.gov/PathWays)
- FAQs
  - Provider
  - Member
- Digital promo kit
  - Brochure
  - Flyer
  - Mailer
- More to come in the future!



# PathWays Website Live Nov. 1



Important  
Information can  
be found using  
the left  
navigation menu





# PathWays Website Live Nov. 1



The screenshot displays the Pathways website interface. The header is dark green with the 'Pathways' logo and name. A left sidebar contains navigation links: 'Pathways Home', 'Information and Resources' (with sub-links for eligibility, history, engagement, and FAQs), 'Promotional Toolkit', and 'How PathWays Helps Hoosier Like You' (with sub-links for Sofia, John, and James). The main content area is titled 'Frequently Asked Questions' and lists six topics: Program Go-Live, General Program, Eligibility, Health Plans, Coverage and Benefits, and Medicare/Duals/D-SNP. Below this, a section titled 'Program Go-Live' features a list of seven expandable questions, each with a plus sign icon on the right.

**Pathways**

[Pathways Home](#)

**Information and Resources**

- [Who is eligible for the PathWays program?](#)
- [PathWays History](#)
- [Stakeholder Engagement](#)
- Frequently Asked Questions**
- [Promotional Toolkit](#)

**How PathWays Helps Hoosier Like You**

- [Sofia](#)
- [John](#)
- [James](#)

PATHWAYS / FREQUENTLY ASKED QUESTIONS

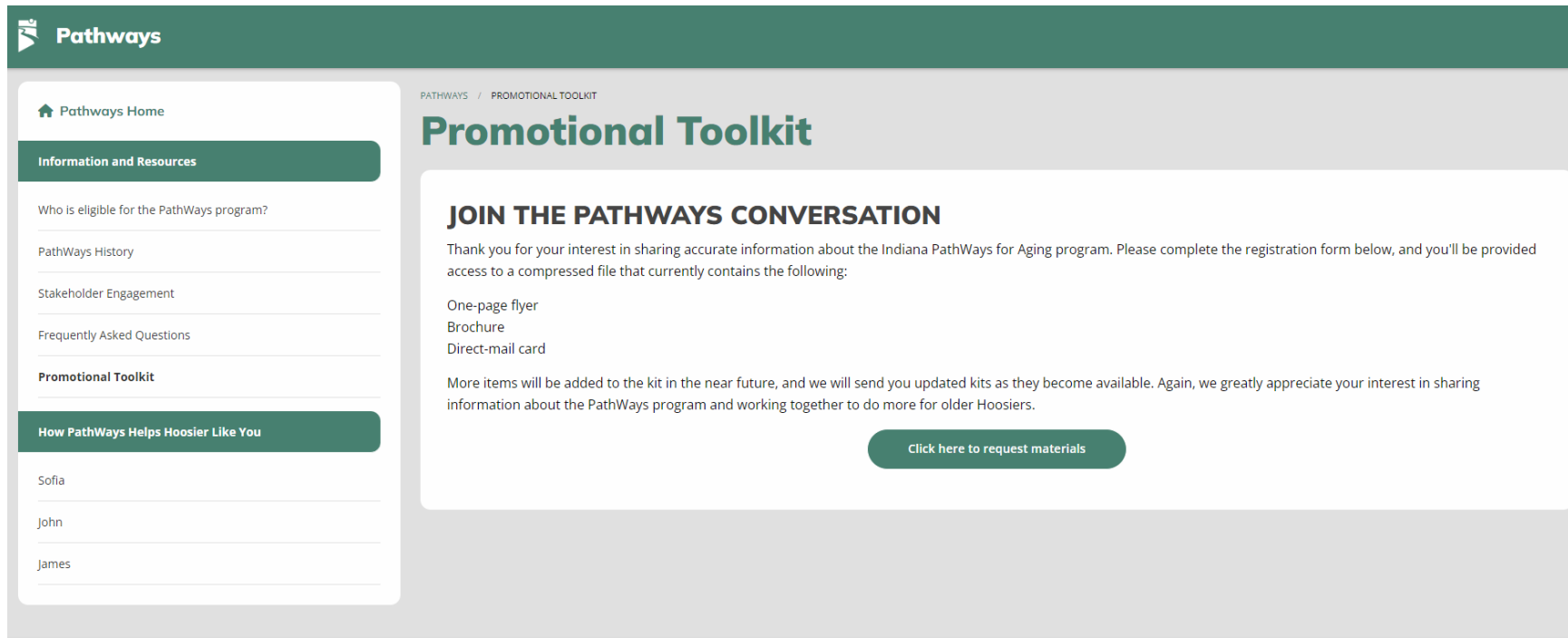
## Frequently Asked Questions

1. [Program Go-Live](#)
2. [General Program](#)
3. [Eligibility](#)
4. [Health Plans](#)
5. [Coverage and Benefits](#)
6. [Medicare/Duals/D-SNP](#)

### Program Go-Live

- What is Indiana PathWays for Aging? +
- When does PathWays start? +
- Will I get something in the mail? +
- What do I need to do now? +
- My doctor isn't in my health plan; can I still use them? +
- My case manager isn't in my health plan; can I still use them? +

# PathWays Website Live Nov. 1



# Member Helpline



87-PATHWAY-4 (1 877 284 9294)

- This line will be open to answer general questions about PathWays Nov. 1

# Marketing Materials



- Commercial will begin airing on Nov. 1
  - TV
  - YouTube
  - Radio
- Additional advertisements beginning in November
  - Specialty publications
  - Out-of-home, such as pharmacy and transportation





# Questions & Next Steps

- Please reach out to the [backhome.indiana@fssa.IN.gov](mailto:backhome.indiana@fssa.IN.gov) inbox with any questions or feedback
- The next Colnform meeting is scheduled for Wednesday, December 6 at 2:30 pm. Invite forthcoming.



# PathWays

FOR AGING

