



Communication Update

October 30, 2023

Agenda

- Overview of PathWays for Aging
- Enrollment Timeline
- Resources
- Q&A





Long-Term Services and Supports (LTSS) Reform

- Faster eligibility
- Move to **Indiana PathWays for Aging** in 2024
- Pay for outcomes, not transactions
- Integrate LTSS data systems
- Support the growth, retention and training of the direct service workforce
- Create Home Health Roadmap
- Integrate HCBS waivers

Managed Long-Term Services and Supports (MLTSS)

MLTSS is a delivery system that uses managed care entities (MCEs) to coordinate medical care and long-term services and supports (LTSS) to enrolled Medicaid beneficiaries



- Indiana has introduced an MLTSS program for Medicaid-eligible Hoosiers 60+ called **Indiana PathWays for Aging**
- Enrollment in PathWays will kick off in 2024
- MCEs participating in PathWays will deliver acute and preventive care services as well as Home and Community-Based Services (HCBS) and Nursing Facility (NF) services



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.*

Enrollment Timeline



FEB - MAR 2024

- Member receives Plan Selection Notice from Enrollment Broker for PathWays (2/2024)
- Members that do not have an aligned plan receive calls from Enrollment Broker
- Members in a Nursing Facility or receiving HCBS via waiver will receive 3 phone calls from the Enrollment Broker to select a plan (2/2024 to 3/2024)

MAR – APR 2024

- Member calls to make plan selection
- If no plan is selected by April 2024, the member will be auto-assigned

MAY 2024

- Members receive 60-day notice of PathWays Enrollment with plan benefit and contact information (May 2024)

JUNE 2024

- Member receives Welcome Packet from assigned Plan (June 2024)

JULY 1, 2024

- PathWays coverage becomes effective (and changes from FFS or HCC)

How can you support the people you serve?



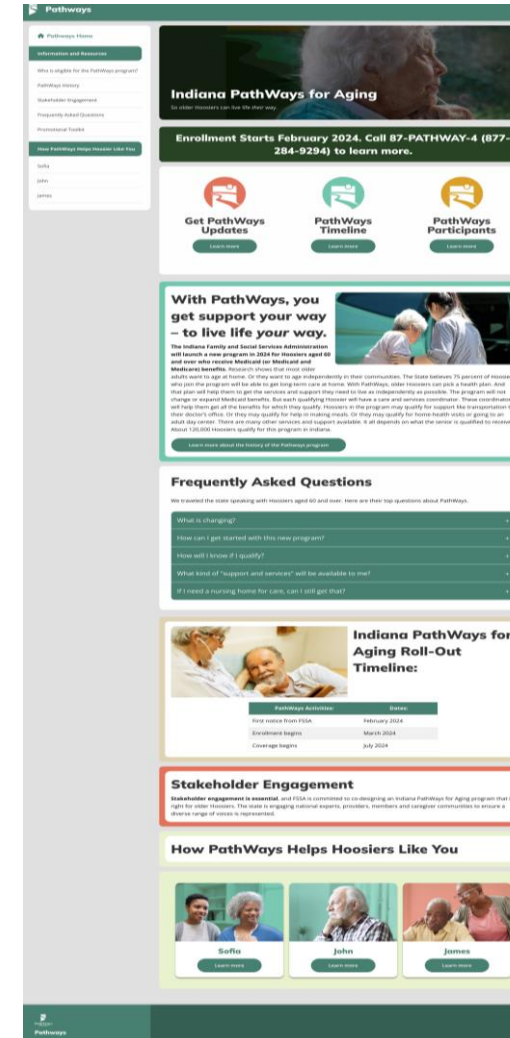
- Website
- FAQs
- Digital Toolkit
- Helpline



PathWays Website Live Nov. 1



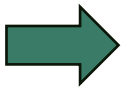
- www.IN.gov/PathWays
- FAQs
 - Provider
 - Member
- Digital promo kit
 - Brochure
 - Flyer
 - Mailer
- More to come in the future!



PathWays Website Live Nov. 1



Important Information can be found using the left navigation menu



The screenshot shows the PathWays website layout. At the top is a dark green header with the 'Pathways' logo. Below the header is a left navigation menu with a home icon and the text 'Pathways Home'. The menu is divided into two sections: 'Information and Resources' and 'How PathWays Helps Hoosier Like You'. The 'Information and Resources' section includes links for 'Who is eligible for the PathWays program?', 'PathWays History', 'Stakeholder Engagement', 'Frequently Asked Questions', and 'Promotional Toolkit'. The 'How PathWays Helps Hoosier Like You' section includes links for 'Sofia', 'John', and 'James'. The main content area features a large banner for 'Indiana PathWays for Aging' with a photo of an elderly woman and the text 'So older Hoosiers can live life *their way*'. Below the banner is a dark green bar with the text 'Enrollment Starts February 2024. Call 87-PATHWAY-4 (877-284-9294) to learn more.' At the bottom, there are three white boxes, each with a circular icon (red, green, and yellow) and a 'Learn more' button. The icons represent 'Get PathWays Updates', 'PathWays Timeline', and 'PathWays Participants'.

PathWays Website Live Nov. 1



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

- [Program Go-Live](#)
- [General Program](#)
- [Eligibility](#)
- [Health Plans](#)
- [Coverage and Benefits](#)
- [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



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 / PROMOTIONAL TOOLKIT

Promotional Toolkit

JOIN THE PATHWAYS CONVERSATION

Thank you for your interest in sharing accurate information about the Indiana PathWays for Aging program. Please complete the registration form below, and you'll be provided access to a compressed file that currently contains the following:

- One-page flyer
- Brochure
- Direct-mail card

More items will be added to the kit in the near future, and we will send you updated kits as they become available. Again, we greatly appreciate your interest in sharing information about the PathWays program and working together to do more for older Hoosiers.

[Click here to request materials](#)



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



Q & A

backhome.indiana@fssa.IN.gov



PathWays

FOR AGING

