



Indiana PathWays for Aging

April 2024



Agenda



What is PathWays for Aging?



How am I affected?



What do I need to do?



Discussion



What is PathWays for Aging?

What is PathWays for Aging?



- A new program for Hoosiers 60 years old and over that have Medicaid
- It starts in July 2024
- It does not affect Hoosiers' MEDICARE benefits – just Medicaid

What is PathWays for Aging?



- A health insurance plan – called a Managed Care Entity or MCE – will be in charge of making sure you get all the services you need, like
 - Doctor’s visits
 - Prescription drugs
 - Physical therapy
 - Nursing home services
 - Hospital coverage
 - X-rays
 - Waiver services like attendant care and home-delivered meals
- Three MCEs will be part of PathWays for Aging:
 - Anthem
 - Humana
 - United Healthcare

Why is the State making this change?



Choice



Hoosiers want to age at home, but only 45% of people on Medicaid actually live at home

Cost



Hoosiers are getting older and too many people are living in nursing homes that cost a lot

Quality



Hoosiers deserve the best care.

PathWays will provide members with lots of support



Enrollment Broker: Someone to help members choose a managed care entity

Care Coordinator (MCE): To support member health care needs

Service Coordinator: To support member waiver needs

Assistance with navigating both Medicaid and Medicare benefits

Member Support Services Vendor*: Someone to call if a member or caregiver has a concern or complaint

* This support is NOT the Long-Term Care Ombudsman



How am I affected?

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- If you are currently on Medicaid, you will have to pick an MCE so that you can still get services.
- Letters from the State began to go out 2.19.24 and continued through 3.22.24. They tell you how to pick an MCE.
- You may have gotten a phone call from the State also telling you about needing to pick an MCE.

How am I affected?

- You can still get all your services, including your waiver services
- Plus, your MCE might give you other benefits like improved vision and dental care, home safety kits or support for a family caregiver
- The MCEs **WILL NEVER** reach out to you directly! All information about them will come from the State.



What do I need to do?

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- The deadline to pick an MCE is April 30, 2024
- Remember, there are 3 MCEs to pick from:
 - Anthem
 - Humana
 - United Healthcare
- If you don't pick an MCE, the State will pick one for you
- All you have to do is CALL the State

What do I need to do?

- Pick an MCE that YOU want to be in
- You have control of what MCE serves you
- You can make sure all the providers important to you can still give you the services you need

What do I need to do?

- The phone number to call to get help picking your MCE is

87-PATHWAY-4 (877-284-9294)

- You should have this information ready:
 - Medicaid ID or SSN (can use case #)
 - The correct phone #, address and DOB on file with the State
 - Primary medical provider
 - Waiver service provider(s)

What do I need to do?

- The phone number to call to get help picking your MCE is

87-PATHWAY-4 (877-284-9294)

- Division of Family Resources
800-403-0864
- www.IN.gov/PathWays

What do I need to do?



- If you change your mind and want to pick a different MCE, you can!
 - At anytime before July 1, 2024
 - Within 90 days of enrolling in an MCE (before September 30, 2024)
 - Once per year for any reason!



Discussion



Resources and FAQs

Frequently Asked Questions



- The State has answers to frequently asked questions on the PathWays to Aging website:

<https://www.in.gov/pathways/frequently-asked-questions/>

- They answer questions on things like:
 - Program Go-Live
 - General Program
 - Eligibility
 - Health Plans
 - Coverage and Benefits
 - Medicare/Duals/D-SNP

Terms you should know



Term

Definition

Managed Care Entity

A health insurance company that contracts with physicians, hospitals, and other healthcare providers, including waiver providers, to make sure you get the services you need.

Care Coordinator

A care coordinator is a person who may contact you to create a personalized care plan based on your preferences and needs. They can also help answer questions about your health care and help you with your providers.

Service Coordinator

A Service Coordinator is a person who will work with you to create a personalized Service Plan to help coordinate your Home and Community-Based Services/waiver services. The Service Plan will help develop a plan of care of services and supports that best meet your needs and goals.

Service Plan

A Service Plan is a support plan, developed by a service coordinator, for helping you get long-term care services, as well as medical, social, housing, educational, and other supports.



Path Ways

FOR AGING

April 2024

