



Your guide to  
Indiana Pathways  
for Aging



## Getting started

Humana Healthy Horizons® in Indiana



# Welcome to Humana Healthy Horizons in Indiana

Humana Healthy Horizons in Indiana is an Indiana PathWays for Aging program. Achieving your best health takes more than just healthcare coverage. We offer services and benefits that keep you feeling good—mind, body and spirit—even after you leave your provider’s office.

By now, you should have received your Humana Healthy Horizons® ID card, along with a letter outlining some important information about your plan. In this Quick Start Guide, we’ve included even more plan details, as well as simple ways to connect with us so you can get the most out of your benefits.

All medically necessary services, including visits to your primary medical provider (PMP), are covered. Other coverage and benefits include:



**Chiropractic care**



**Immunizations (vaccines)**



**Dental care**



**Mental and behavioral health services**



**Digital support and information at MyHumana.com and Humana.com/HealthyIndiana**



**Pharmacy**



**Emergency care**



**Transportation to health appointments, like doctor visits  
More at Humana.com/IndianaRides**



**Hospitalizations, X-rays and lab services**



For a full list of covered services, details about eligibility and more on how to access each, go to **Humana.com/IndianaHandbook** or **Humana.com/HealthyIndiana**.

# Confirm your primary medical provider

## To help you get the healthcare you deserve, choose your PMP

Your PMP is the doctor or nurse practitioner who takes care of your general health and can coordinate your care with specialists when needed. If you have been assigned a PMP that you don't want, we can help you make a change.



Change your PMP by calling Member Services at **866-274-5888 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

You can also change your PMP 24/7 at **MyHumana.com**. Find out more about accessing your MyHumana account on page 4.

Once you have a PMP you're satisfied with, start off on the right foot by making an appointment for an annual wellness visit.

Be sure to call your PMP to schedule an appointment within the first 90 days of your plan year. For a routine checkup, you should be able to get an appointment within 30 days. For an urgent visit, expect to be seen within 48 hours. To make a change or to cancel, please call at least 24 hours before the appointment.



If you need care from a specialist, like a cardiologist, you don't need a referral from your PMP. You can search by name or specialty at **Humana.com/FindADoctor**.

## Important contact information for Humana members

### Member Services

**866-274-5888 (TTY: 711)**

8 a.m. – 8 p.m., Eastern time

### 24-hour nurse advice line

**800-449-9039 (TTY: 711)**

### 24-hour behavioral health crisis line

**855-254-1758 (TTY: 711)**

### Pharmacy questions

**866-432-0001 (TTY: 711)**

### LCP Transportation

**800-508-7230 (TTY: 711)**

Monday – Friday, 7 a.m. – 7 p.m., Eastern time

### Mailing address

**P.O. Box 14601, Lexington, KY 40512**

### Website

**Humana.com/HealthyIndiana**

To make changes to your contact information or address visit

**Humana.com/HealthyIndiana**, call

**866-274-5888**, or visit your local

Medicaid office in person. You can find your local Medicaid office at

[www.in.gov/fssa/find-your-local-office](http://www.in.gov/fssa/find-your-local-office).

# Create your accounts for MyHumana and Go365

MyHumana is your secure online portal where you can change your provider, view claims and plan details, and update your account information with us. Go365® is a wellness and rewards program that allows you to earn rewards for completing healthy activities. Set up your online account to sign in to MyHumana and Go365.

## 1 Activate your MyHumana account

- Download the MyHumana app or visit **MyHumana.com** online.
- Select “Activate online account” and follow the prompts.
- If you already have an account and need help with your username or password, click “Forgot username” or “Forgot password.”

## 2 Access Go365

Access Go365 to start earning rewards for healthy activities. You can use the same username and password for all your Humana accounts.

- For members with a Humana Medicaid-only plan, download the Go365 for Humana Healthy Horizons® app from your mobile phone’s app store (Apple App Store® or Google Play®).
- For members with both a Humana Medicaid plan and a Humana Medicare plan, sign in to **MyHumana.com** and select the Go365 tab to access Go365.
- Members with a non-Humana Medicare plan will not have Go365 for Humana Healthy Horizons, even if you have Humana Medicaid.

## 3 Start earning rewards

Once signed in to Go365, you will be able to view all the rewards and incentives you are eligible for. Rewards may be available for things such as preventive care, health education activities, completing a health needs screening, and other activities.



## After-hours care

If you need medical care when your doctor's office is closed, call our 24-hour nurse advice line at **800-449-9039**, or you can also visit an urgent care facility.

## In case of emergency

We cover emergency services even when you are away from home. If you have an emergency, call **911** or go to the nearest emergency department. The hospital or facility does not need to be part of our provider network or in our service area. You also don't need to be approved ahead of time to get the care you need.



Be sure to call Member Services at **866-274-5888 (TTY: 711)** when you are able and let us know about your emergency situation.

## Find more information online

Visit [Humana.com/HealthyIndiana](https://www.humana.com/HealthyIndiana) to find detailed information about covered benefits, health and wellness education, and programs and services offered through Humana Healthy Horizons.

Here, you can also find, review and print copies of your:

- Member handbook
- Over-the-counter drug order form
- Preferred Drug List
- Pharmacy benefit information
- Provider directory

# Specialized behavioral health services

There are times when you may need to speak to a therapist or counselor. We cover many different types of behavioral health services that can help with issues you may be facing. You can call a behavioral health provider for an appointment. You can get help finding a behavioral health provider by:

- Calling **800-448-3810 (TTY: 711)**
- Looking at our physician list
- Going to our website, **Humana.com/HealthyIndiana**

You do not need a referral from your PMP for behavioral health services offered by an in-network provider. In case of a behavioral health emergency, you can contact our behavioral health crisis line anytime at **855-254-1758**. They can help you get the care you need.

## We can help you quit smoking

### Indiana Tobacco Quit Line

Call the Indiana Tobacco Quit Line for free phone-based service to help you quit smoking. **1-800-QUIT-NOW (784-8669) (TTY: 1-888-229-2182)**



For more information, go to  
**Humana.com/HealthyIndiana.**



# Do you need help communicating?

If you do not speak English, we can help. We have people who help us talk to you in your language. We provide this help for free.



Just call our Member Services at **866-274-5888 (TTY: 711)**, Monday – Friday, 8 a.m. – 8 p.m.



If you use a wheelchair, are blind, or have trouble hearing or understanding, call us if you need assistance. We can tell you if a provider’s office is wheelchair accessible or has devices for communication. We also have services like:



**Help in making or getting to appointments**



**Information and materials in large print, audio (sound) and Braille**



**Names and addresses of providers who specialize in your disability**



**Telecommunications relay service**

This helps people who have trouble hearing or talking to make phone calls. Call **711** and give them our Member Services phone number: **866-274-5888**.

They will connect you to us. Member Services is available Monday – Friday, 8 a.m. – 8 p.m.

All these services are provided to you for free.

## Know your member rights

As a Humana plan member, you have certain rights and responsibilities when being treated by Humana network providers. This includes the right to be treated with respect, participate in decisions and be free to make decisions about your healthcare. Learn more about member rights in your member handbook: [Humana.com/IndianaHandbook](https://www.humana.com/IndianaHandbook).

# How to access your pharmacy benefits

## Pharmacy

Humana Healthy Horizons in Indiana members get prescription drug coverage through Humana Pharmacy Solutions®. Our members must use only Humana Pharmacy Solutions network pharmacies to get medications under the pharmacy benefit. Use our online Find a Pharmacy service at [Humana.com/FindaPharmacy](https://www.humana.com/FindaPharmacy) to find an in-network pharmacy near you. As a Humana member, you can use Humana's mail-order pharmacy, CenterWell Pharmacy®, which will send medicine to your home.

If you need medicine to treat a complex or long-lasting condition like cancer, HIV, or multiple sclerosis, for example, you may need to get your prescription filled at a specialty pharmacy. You may be able to fill your specialty prescriptions at our CenterWell Specialty Pharmacy®. This pharmacy will fill and mail your specialty prescription to your home or provider. For more information, go to [CenterWellPharmacy.com](https://www.CenterWellPharmacy.com).

Make sure to take your member ID card with you to the pharmacy. If you have any questions, call Member Services at **866-274-5888 (TTY: 711)**.



## Preferred Drug List

Your provider will use the Preferred Drug List (PDL) to choose the best medicine to treat you and your condition. Occasionally, your provider may need to get approval if he or she wants you to use a medicine that is not on our PDL. The PDL may change from time to time. You can find the most up-to-date PDL at [Humana.com](https://www.humana.com) or by calling Member Services at **866-274-5888 (TTY: 711)**.



## Prior authorization

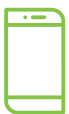
Some medicines may require a prior authorization. To request a prior authorization, you can speak with the prescribing doctor or call Humana Healthy Horizon's Member Services to get started. Your doctor can ask for an expedited review if it is believed that a delay will cause serious harm to your health. If we deny a service, we will send a notice to you and your provider.





## Medicare Part D

Medicare Part D drug benefit plans cover prescription drugs as approved by the Centers for Medicare & Medicaid Services (CMS). For full benefit dual-eligible members, Indiana Medicaid covers medically necessary, federally and state reimbursable prescription drugs that are excluded from coverage by CMS under Medicare Part D benefit plans. Drugs eligible for coverage under Medicare Part D will not be covered under Medicaid if the member refuses Part D coverage.



## Pharmacy questions

Call **866-432-0001** (TTY: 711)

# Other questions and concerns you may have

## What if you get a bill for treatment?

If you get a bill for a treatment or service you do not think you should pay for, do not ignore it. Call Member Services at **866-274-5888** (TTY: 711) right away. We can help you understand why you may have gotten a bill. If you are not responsible for payment, Humana Healthy Horizons will contact the provider and help fix the problem for you.

## Complaints, grievances and appeals

We want you to be happy with the care you receive. If at any time you are not happy with anything about us or our providers, let us know right away. This includes if you do not agree with a decision we have made.

### Appeal online

Go to [Humana.com/IndianaAppeal](https://www.humana.com/IndianaAppeal)

### Call Member Services

**866-274-5888 (TTY: 711)**,

Monday – Friday, 8 a.m. – 8 p.m.

### Write to us

Grievance and Appeals Department

P.O. Box 14169

Lexington, KY 40512-4169

## Reporting fraud and abuse

If you think a doctor, pharmacy or member is committing fraud, waste or abuse, you must inform us. Report it to us in one of these ways:

- Call **800-614-4126 (TTD/TTY:711)** 24 hours a day, 7 days a week
- Complete the Fraud, Waste, and Abuse Reporting Form online at [Humana.com/HealthyIndiana](https://www.humana.com/HealthyIndiana)

If you would like to file a report directly to Family and Social Services Administration (FSSA), you can call 800-403-0864, Monday – Friday, 8 a.m. – 4:30 p.m., or email [ReportFraud@fssa.IN.gov](mailto:ReportFraud@fssa.IN.gov).

## How to change plans

If you want to change your health plan, you can through either of the following:

- Online at [Humana.com/HealthyIndiana](https://www.humana.com/HealthyIndiana)
- By phone at **866-274-5888 (TTY: 711)**

If you are unhappy with your health or dental plan, you can change to a different plan within the first 60 days after enrollment. You don't even have to give a reason. Once a year, during Open Enrollment, all members are able to change plans as they choose. If you need to be disenrolled from Humana Healthy Horizons at any time, please call **866-274-5888 (TTY: 711)**.

## You have a right to your medical records

Humana will provide you a copy of your medical records at any time. Even if we are not providing the records, we can get you in touch with the right contact to obtain your records.

# Insurance ACE

## Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

**The privacy of your personal and health information is important. You do not need to do anything unless you have a request or complaint.**

This Notice of Privacy Practices applies to all entities that are part of the Insurance ACE, an Affiliated Covered Entity under HIPAA. The ACE is a group of legally separate covered entities that are affiliated and have designated themselves as a single covered entity for purposes of HIPAA. A complete list of the members of the ACE is available at <https://huma.na/insuranceace>

We may change our privacy practices and the terms of this notice at any time, as allowed by law, including information we created or received before we made the changes. When we make a significant change in our privacy practices, we will change this notice and send the notice to our health plan subscribers.

### **What is nonpublic personal or health information?**

Nonpublic personal or health information includes both medical information and personal information, like your name, address, telephone number, Social Security number, account numbers, payment information, or demographic information. The term “information” in this notice includes any nonpublic personal and health information. This includes information created or received by a healthcare provider or health plan. The information relates to your physical or mental health or condition, providing healthcare to you, or the payment for such healthcare.

### **How do we collect information about you?**

We collect information about you and your family when you complete applications and forms. We also collect information from your dealings with us, our affiliates, or others. For example, we may receive information about you from participants in the healthcare system, such as your doctor or hospital, as well as from employers or plan administrators, credit bureaus, and the Medical Information Bureau.

### **What information do we receive about you?**

The information we receive may include such items as your name, address, telephone number, date of birth, Social Security number, premium payment history, and your activity on our website. This also includes information regarding your medical benefit plan, your health benefits, and health risk assessments.

### **How do we protect your information?**

We have a responsibility to protect the privacy of your information in all formats including electronic and oral information. We have administrative, technical, and physical safeguards in



place to protect your information in various ways including:

- Limiting who may see your information
- Limiting how we use or disclose your information
- Informing you of our legal duties about your information
- Training our employees about our privacy program and procedures

### **How do we use and disclose your information?**

We use and disclose your information:

- To you or someone who has the legal right to act on your behalf
- To the Secretary of the Department of Health and Human Services

### **We have the right to use and disclose your information:**

- To a doctor, a hospital, or other healthcare provider so you can receive medical care.
- For payment activities, including claims payment for covered services provided to you by healthcare providers and for health plan premium payments.
- For healthcare operation activities, including processing your enrollment, responding to your inquiries, coordinating your care, improving quality, and determining premiums.
- For performing underwriting activities. However, we will not use any results of genetic testing or ask questions regarding family history.
- To your plan sponsor to permit them to perform, plan administration functions such as eligibility, enrollment, and disenrollment activities. We may share summary level health information about you with your plan sponsor in certain situations. For example, to allow your plan sponsor to obtain bids from other health plans. Your detailed health information will not be shared with your plan sponsor. We will ask your permission, or your plan sponsor must certify they agree to maintain the privacy of your information.
- To contact you with information about health-related benefits and services, appointment reminders, or treatment alternatives that may be of interest to you. If you have opted out, we will not contact you.
- To your family and friends if you are unavailable to communicate, such as in an emergency.
- To your family and friends, or any other person you identify. This applies if the information is directly relevant to their involvement with your healthcare or payment for that care. For example, if a family member or a caregiver calls us with prior knowledge of a claim, we may confirm if the claim has been received and paid.
- To provide payment information to the subscriber for Internal Revenue Service substantiation.
- To public health agencies, if we believe that there is a serious health or safety threat.
- To appropriate authorities when there are issues about abuse, neglect, or domestic violence.
- In response to a court or administrative order, subpoena, discovery request, or other lawful process.
- For law enforcement purposes, to military authorities and as otherwise required by law.
- To help with disaster relief efforts.

- For compliance programs and health oversight activities.
- To fulfill our obligations under any workers' compensation law or contract.
- To avert a serious and imminent threat to your health or safety or the health or safety of others.
- For research purposes in limited circumstances and provided that they have taken appropriate measures to protect your privacy.
- For procurement, banking, or transplantation of organs, eyes, or tissue.
- To a coroner, medical examiner, or funeral director.

### **Will we use your information for purposes not described in this notice?**

We will not use or disclose your information for any reason that is not described in this notice, without your written permission. You may cancel your permission at any time by notifying us in writing.

The following uses and disclosures will require your written permission:

- Most uses and disclosures of psychotherapy notes
- Marketing purposes
- Sale of personal and health information

### **What do we do with your information when you are no longer a member?**

Your information may continue to be used for purposes described in this notice. This includes when you do not obtain coverage through us. After the required legal retention period, we destroy the information following strict procedures to maintain the confidentiality.

### **What are my rights concerning my information?**

We are committed to responding to your rights request in a timely manner.

- Access – You have the right to review and obtain a copy of your information that may be used to make decisions about you. You also may receive a summary of this health information. As required under applicable law, we will make this personal information available to you or to your designated representative.
- Adverse Underwriting Decision – If we decline your application for insurance, you have the right to be provided a reason for the denial.
- Alternate Communications – To avoid a life-threatening situation, you have the right to receive your information in a different manner or at a different place. We will accommodate your request if it is reasonable.
- Amendment – You have the right to request correction of any of this personal information through amendment or deletion. Within 60 business days of receipt of your written request, we will notify you of our amendment or deletion of the information in dispute, or of our refusal to make such correction after further investigation. If we refuse to amend or delete the information in dispute, you have the right to submit to us a written statement of the reasons for your disagreement with our assessment of the information in dispute and what you consider to be the correct information. We shall make such a statement accessible to any and all parties reviewing the information in dispute.\*

\*This right applies only to our Massachusetts residents in accordance with state regulations.

- Disclosure – You have the right to receive a listing of instances in which we or our business associates have disclosed your information. This does not apply to treatment, payment, health plan operations, and certain other activities. We maintain this information and make it available to you for six years. If you request this list more than once in a 12-month period, we may charge you a reasonable, cost-based fee.
- Notice – You have the right to request and receive a written copy of this notice any time.
- Restriction – You have the right to ask to limit how your information is used or disclosed. We are not required to agree to the limit, but if we do, we will abide by our agreement. You also have the right to agree to or terminate a previously submitted limitation.

### **If I believe that my privacy has been violated, what should I do?**

If you believe that your privacy has been violated, you may file a complaint with us by calling us at **1-866-861-2762** any time.

You may also submit a written complaint to the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). We will give you the appropriate OCR regional address on request. You can also email your complaint to **OCRComplaint@hhs.gov**. If you elect to file a complaint, your benefits will not be affected, and we will not punish or retaliate against you in any way.

We support your right to protect the privacy of your personal and health information.

### **Our Responsibilities**

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

We can change the terms of this notice, and the changes will apply to all information we have about you.

The new notice will be available upon request, in our office, and on our web site.

### **How do I exercise my rights or obtain a copy of this notice?**

All of your privacy rights can be exercised by obtaining the applicable forms. You may obtain any of the forms by:

- Contacting us at **1-866-861-2762**
- Accessing our website at **Humana.com** and going to the Privacy Practices link
- Send completed request form to:  
Humana Inc. Privacy Office 003/10911  
101 E. Main Street  
Louisville, KY 40202



## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **866-274-5888 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## Important!

**At Humana, it is important you are treated fairly.**

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
**Discrimination Grievances**, P.O. Box 14618, Lexington, KY 40512-4618.  
If you need help filing a grievance, call **866-274-5888** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights** electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

**Auxiliary aids and services, free of charge, are available to you.**  
**866-274-5888 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

**Humana Healthy Horizons in Indiana is a Medicaid Product of Arcadian Health Plan, Inc.**

Language assistance services, free of charge, are available to you.  
**866-274-5888 (TTY: 711)**

**English** Call the number above to receive free language assistance services.

**Español (Spanish)** Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

**Deutsch (German)** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**繁體中文 (Chinese)** 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

**تعبیر علما (Arabic)** ٲی برعلا اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

**Nederlands (Dutch)** Bel het bovenstaande nummer om gratis taalkundige hulp te ontvangen.

**Français (French)** Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

**Tiếng Việt (Vietnamese)** Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**Tagalog (Tagalog – Filipino)** Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

**한국어 (Korean)** 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

**हिंदी (Hindi)** भाषा सहायता सेवाएं मुफ्त में प्राप्त करने के लिए ऊपर के नंबर पर कॉल करें।

**日本語 (Japanese)** 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

**Русский (Russian)** Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

**Polski (Polish)** Aby skorzystać z bezpłatnej pomocy językowej, należy zadzwonić pod wyżej podany numer.

**Srpsko-hrvatski (Serbo-Croatian)** Nazovite gore navedeni broj ako želite besplatne usluge jezične pomoći.

**Italiano (Italian)** Chiamare il numero sopra indicato per ricevere servizi di assistenza linguistica gratuiti.