

Indiana New Horizon

2024
Volume I



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Humana
Healthy Horizons®
in Indiana



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

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A welcome message from Humana Healthy Horizons in Indiana President Ross Westreich

I would like to welcome you to Humana Healthy Horizons® in Indiana. We are honored to serve Hoosiers in the Indiana PathWays for Aging program.

As we continue to work on the Indiana PathWays for Aging program launch and its ongoing development, I want you to know that our team is ready to support you. We have the resources and support needed to ensure a successful implementation.

I know change can be challenging, but we are here to guide you through the process step by step. We have a team of dedicated professionals located in Indianapolis and throughout the state. Your expertise and commitment will be crucial in ensuring our members receive the best possible healthcare services. Together, we'll work to improve health outcomes and make meaningful impacts to the lives of those we serve.

Thank you for your partnership. We look forward to collaborating and achieving great success together.



Supporting our Hoosier dual members: Terry Williams, vice president of care management

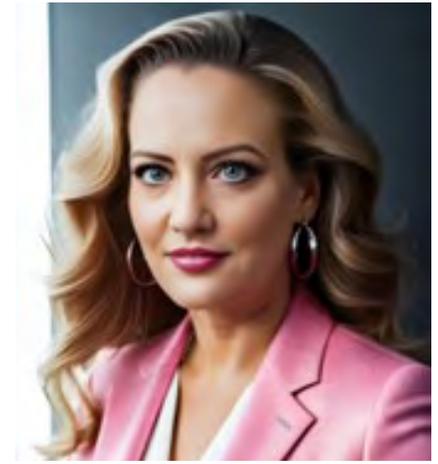
I am so excited to have the opportunity to work with you to provide exemplary care to our members. Our team is focused on delivering person-centered care coordination and service coordination linking our member choices and needs to effective care for our Hoosier dual Medicaid/Medicare members.

We prioritize integrated care that builds on member strengths, focuses on health equity, and shares the goals of:

- Providing person-centered and strengths-based care
- Ensuring member choice, including the choice to age at home
- Delivering coordinated care across the delivery system and care continuum
- Coordinating services across the totality of the member's needs, including physical health services, behavioral health services, long-term services and supports, pharmacy services, and social services
- Promoting caregiver support and skill development



Supporting our providers: Emily Haydon, Indiana PathWays for Aging program director and chief operating officer



It is with great pleasure that I extend a warm welcome to you as providers of our Indiana PathWays for Aging program. At Humana Healthy Horizons in Indiana, we provide comprehensive and compassionate healthcare services to all our members, ensuring access to high-quality care.

As we embark on this journey together, we look forward to building strong partnerships and making a positive impact on the health and well-being of our community. Thank you for trusting us. We are excited to have you as part of our Humana Healthy Horizons network. I will be working diligently to understand how well we are supporting you and look forward to your feedback on how we can continue to serve you best.



Meet your Indiana team

The Indiana Provider Education and Outreach team is strategically placed throughout the state to serve our providers. Our representatives are highly knowledgeable about the Medicaid market and will serve as a day-to-day liaison for you.

- **Denise Watson**, Director, Provider Engagement
- **Stephen Price**, Associate Director, Provider Engagement
- **Kevin Cox**, Manager, Provider Engagement
- **Brittany Spalding**, Provider Operations Claims Lead
- **Sue Reams**, Workforce Development
- **Bria Steele**, Senior Provider Engagement Professional
- **Kimberly Dunn**, Provider Engagement Professional
- **Amber Whitacre**, Provider Engagement Professional
- **Jordan Adams**, Claims Research & Resolution Professional
- **Janet Stone**, Claims Research & Resolution Professional
- **Ryan Kirchgessner**, Claims Research & Resolution Professional
- **Krista Elmore**, Claims Research & Resolution Professional



Helpful tips to speed up claims processing

Humana encourages providers to submit claims electronically for a prompt turnaround time. To ensure timely payment of your claims, please keep in mind:

- Initial claims must be submitted within 90 calendar days of the date of service.
- Corrected claims must be submitted within 90 calendar days of the date of service.
- Claims will not be paid if they have incomplete, incorrect, or unclear information.
- Humana pays or denies clean, electronically filed, non-home and community based services (HCBS) claims for services within 21 calendar days of the date of receipt.
- Clean, electronically filed HCBS claims are paid or denied within 7 calendar days of the date of receipt.
- Providers can submit claims electronically through Humana's provider portal, **Availity.com**.
- In the event you need to submit a paper claim, please mail it to:
Humana Claims
P.O. Box 14169
Lexington, KY 40512-4169

Email contacts for our teams:

Provider Education and Outreach: **INMedicaidProviderRelations@humana.com**

Service Coordination: **INPathWaysServiceCoordination@humana.com**

Workforce Development: **HumanaINWorkforce@humana.com**

Provider Contact Center: **866-274-5888 (TTY: 711)**



Resources for providers

Visit the **Humana Healthy Horizons in Indiana online provider website** for resources including:

- **Contact information**
- **Provider Manual**
- **Provider Network Resources Guide**
- **Quarterly training calendar**
- **Claims billing resources**
- **Compliance requirements**
- **Humana Community Navigator**

We encourage you to visit often for updates, upcoming training and events, and more.

In addition to the many resources on our website, our provider education and outreach representatives are always available to help address any questions you might have.