



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 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



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)



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



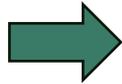
- www.IN.gov/PathWays
- FAQs
 - Provider
 - Member
- Digital promo kit
 - Brochure
 - Flyer
 - Mailer
- More to come in the future!



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. On the left is a navigation menu with two main 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 lists '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 tagline 'So older Hoosiers can live life their way.' Below the banner is a dark green call-to-action bar: 'Enrollment Starts February 2024. Call 87-PATHWAY-4 (877-284-9294) to learn more.' At the bottom are three white boxes with icons and text: 'Get PathWays Updates' (red icon), 'PathWays Timeline' (teal icon), and 'PathWays Participants' (yellow icon). Each box has a 'Learn more' button.

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

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



The screenshot displays the Pathways website interface. At the top left is the Pathways logo. A navigation menu on the left includes '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 'Promotional Toolkit' and features a section 'JOIN THE PATHWAYS CONVERSATION'. This section contains a thank-you message, a list of materials (One-page flyer, Brochure, Direct-mail card), and a paragraph about future updates. A prominent button at the bottom of this section reads '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



Questions & Next Steps

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



PathWays

FOR AGING

