



# Colnform Meeting

December 6, 2023

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Presented by the Family and Social  
Service Administration (FSSA)



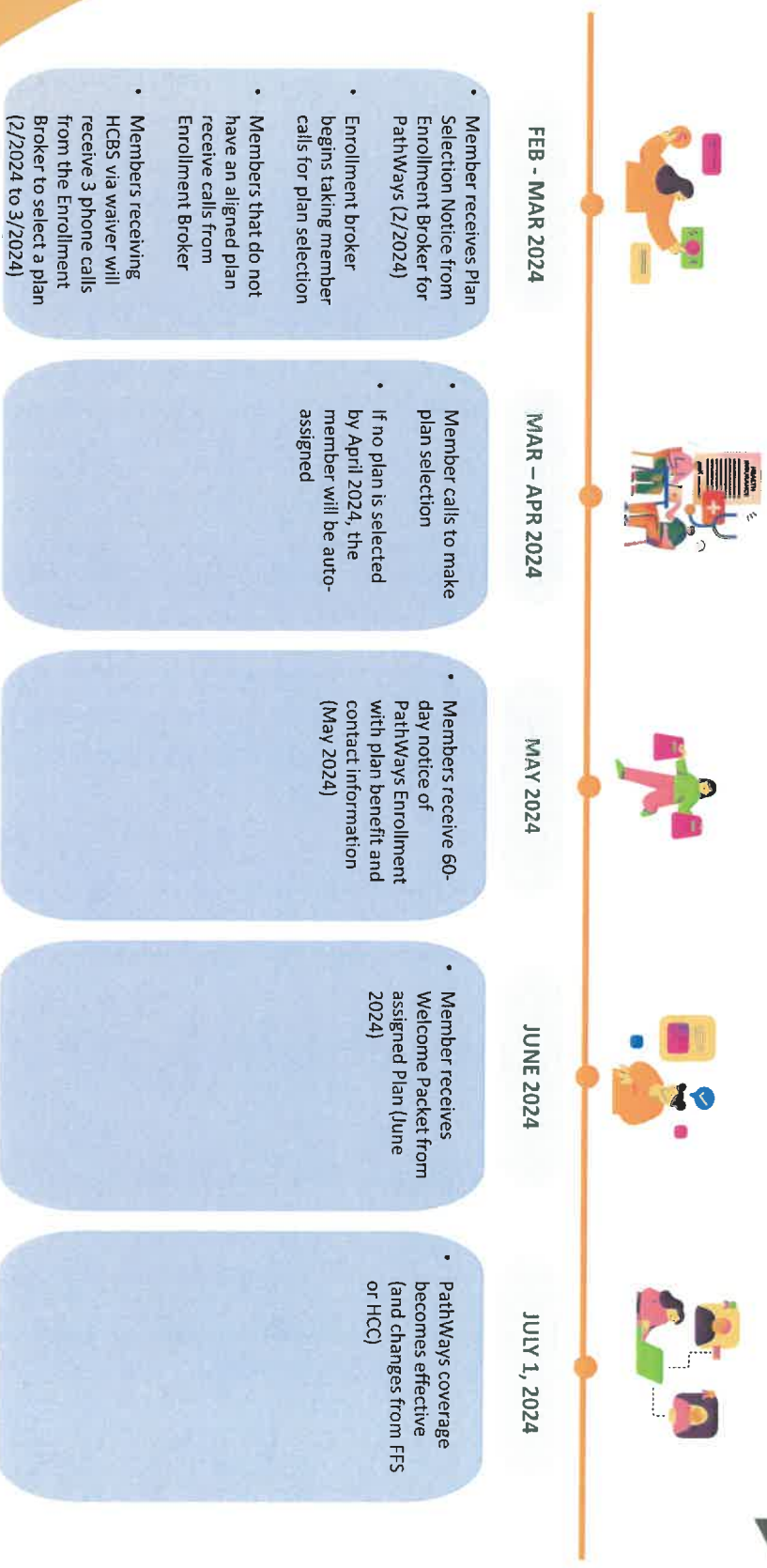
# Agenda



- Welcome & Agenda Overview
- Go-Live Enrollment: Member Experience
- PathWays Marketing and Communication Materials
- MCE Readiness Review Updates
- Waiver Public Comment Period Reminder
- Questions & Next Steps



# Go Live Enrollment: Member Experience





# How can you support the people you serve?

- Website
- FAQs
- Digital Toolkit
- Member Helpline
  - 87-PATHWAY-4 (1 877 284 9294)
  - This line opened on Nov. 1, and is available to answer general questions about PathWays



# PathWays Communication Materials



- [www.IN.gov/PathWays](http://www.IN.gov/PathWays)
- FAQs
  - Provider
  - Member
- Digital promo kit
  - Brochure
  - Flyer
  - Mailer
- Commercial will begin airing on Nov. 1
  - TV
  - YouTube
  - Radio
- Additional advertisements
  - Specialty publications
  - Out-of-home, such as pharmacy and transportation
- More to come in the future!





# MCE Readiness Review Updates

FSSA and the Pathways MCEs (UHC, Humana, Anthem) have made readiness progress. Key updates:

- OMP received MCEs documentation for:
  - Enhanced benefits
  - Incentive program
  - Care coordination program plan
- No issues were identified during systems testing with CoreMIS and EDW





# CY 2023/2024 General Timeline of Implementation Activities

	2023				2024			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Operations Document Development</b> 8/1/2022 – 3/15/2023								
<b>Systems Development: CORE, IEDSS, EDW</b> 1/17/2023 – 2/28/2024								
<b>Managed Care Entity Onboarding</b> 3/1/2023 – 6/30/2023								
<b>Managed Care Entity Readiness Review</b> 7/1/2023 – 6/30/2024								
<b>Post-Implementation</b> 7/1/2024 – 11/30/2024								

Indiana Family and Social Services Administration



# What is Currently Out for Public Comment

- The Family Supports (FSW) waiver
- The Community Integration and Habilitation (CIH) waiver
- The Traumatic Brain Injury (TBI) waiver
- The Health and Wellness (H&W), formerly known as the A&D waiver (for those under age 60)
- The PathWays 1915(b)/(c) waivers (including those served by A&D waiver for those aged 60+)





# Where Do You Find Waiver Documents

Public notice will be made available via the following methods:

1. Electronic copies posted on the FSSA webpages at <http://www.in.gov/fssa/ddrs/4205.htm> and <https://www.in.gov/fssa/public-notices/>
2. Electronic copy posted in the Indiana Register at <http://iac.iga.in.gov/iac/irtoc.htm>
3. Paper copy available upon request at local Division of Family Resources offices and local Bureau of Disabilities Services (BDS) (previously known as the Bureau of Developmental Disabilities Services or BDDS) offices.



# How To Submit a Public Comment

Public comments are due on December 14, 2023

Comments on the H&W, TBI, FSW, and CIH  
**Waivers** can be emailed to  
[DDRSwaivernoticecomment@fssa.IN.gov](mailto:DDRSwaivernoticecomment@fssa.IN.gov) or  
mailed to:

FSSA Division of Disabilities and  
Rehabilitative Services  
RE: [Insert Amendment Name] Public  
Comment  
402 West Washington Street, Room W453  
P.O. Box 7083  
Indianapolis, IN 46027

Comments on the PathWays Waiver can be  
emailed to [backhome.indiana@fssa.in.gov](mailto:backhome.indiana@fssa.in.gov) or  
mailed to:

Family and Social Services Administration  
Office of Medicaid Policy and Planning  
Attention: Holly Cunningham-Piggott  
402 W. Washington St., W374  
Indianapolis, IN 46027



# Questions & Next Steps

- Please reach out to the [backhome.indiana@fssa.IN.gov](mailto:backhome.indiana@fssa.IN.gov) inbox with any questions or feedback
- FSSA is sourcing times for upcoming meetings in 2024



# Path Ways

FOR AGING

