



PathWays Readiness Update January 2024



Readiness Review Update

- Since we met, the State and MCE partners have completed the following readiness review activities for December.
- OMPP received from the MCEs documentation for:
 - Marketing Materials and Plan
 - Member Materials
 - Member Services
 - Websites and Provider Directory
 - Member Grievances and Appeals
- FSSA reviews for the desk review items was due December 29th.
- Onsite demonstrations occurred January 3rd through January 5th.
- Feedback will be finalized by January 11th.
- We also continue to review and receive resubmissions as needed from the MCEs.



Readiness Review Update

- We continue to collaborate and host office hours with the MCEs.
- Historical Office Hour Topics:
 - Care and Service Coordination
 - Member surveys
 - Medicare Integration
 - Pharmacy
 - Reimbursement
- System testing has begun and is on track. MCEs continue to be engaged in weekly system requirement meetings and have reviewed and provided feedback on the design and requirements.



PathWays Enrollment: Initial Enrollment

Go Live Enrollment: Member Experience



FEB - MAR 2024

- Member receives Plan Selection Notice from Enrollment Broker for PathWays (2/2024)
- 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)



Go Live Enrollment: Member Experience

- Maximus will begin sending member notices the week of February 19th
- Copies of the notices will be available on the PathWays website:
<https://www.in.gov/pathways/>
- PathWays Notice Webinar