



# 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 29<sup>th</sup>.
- Onsite demonstrations occurred January 3<sup>rd</sup> through January 5<sup>th</sup>.
- Feedback will be finalized by January 11<sup>th</sup>.
- We also continue to review and receive resubmissions as needed from the MCEs.



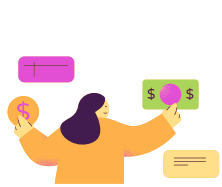
# Readiness Review Update

- 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)



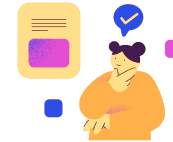
**MAR – APR 2024**

- 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 19<sup>th</sup>
- Copies of the notices will be available on the PathWays website:  
<https://www.in.gov/pathways/>
- PathWays Notice Webinar