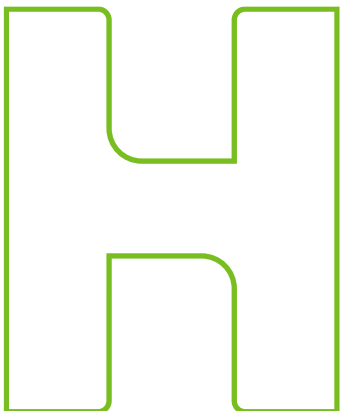
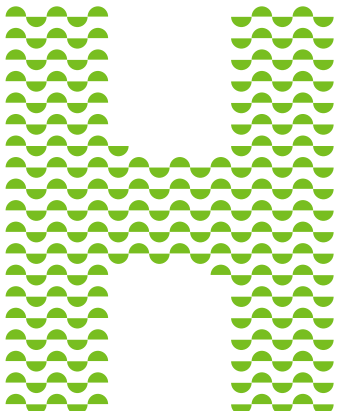


Humana®

# Working Together to Improve Health

Indiana PathWays for Aging  
2024 IHCP Works Annual Seminar





# Agenda

01 | Welcome

02 | Introduction

03 | Care Coordination

04 | Person-Centered Care

05 | Vendor Information & Enhanced Services

06 | Q&A





# Speaker Introduction



**Stephen Price, MPH**

Associate Director of  
Provider Engagement

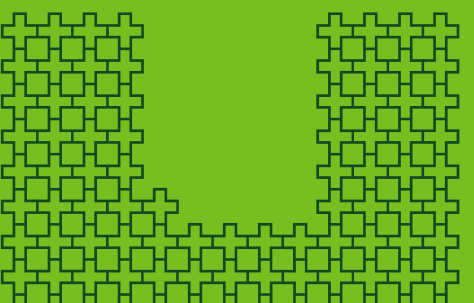
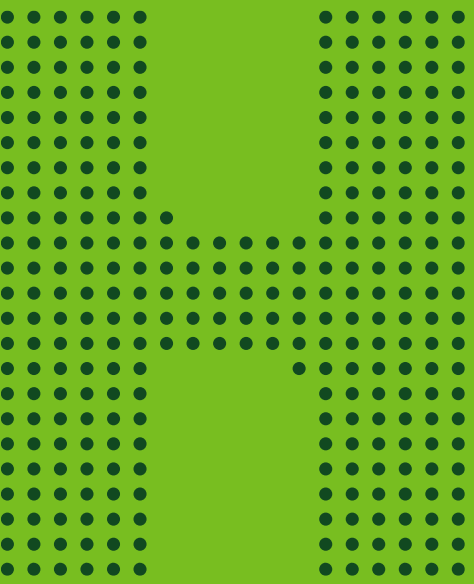


## Leadership Team

Denise Watson, Director of Provider Engagement  
Phone 463-280-5327 | [dwatson31@humana.com](mailto:dwatson31@humana.com)

Stephen Price, Associate Director of Provider Engagement  
Phone 574-292-9189 | [sprice30@humana.com](mailto:sprice30@humana.com)

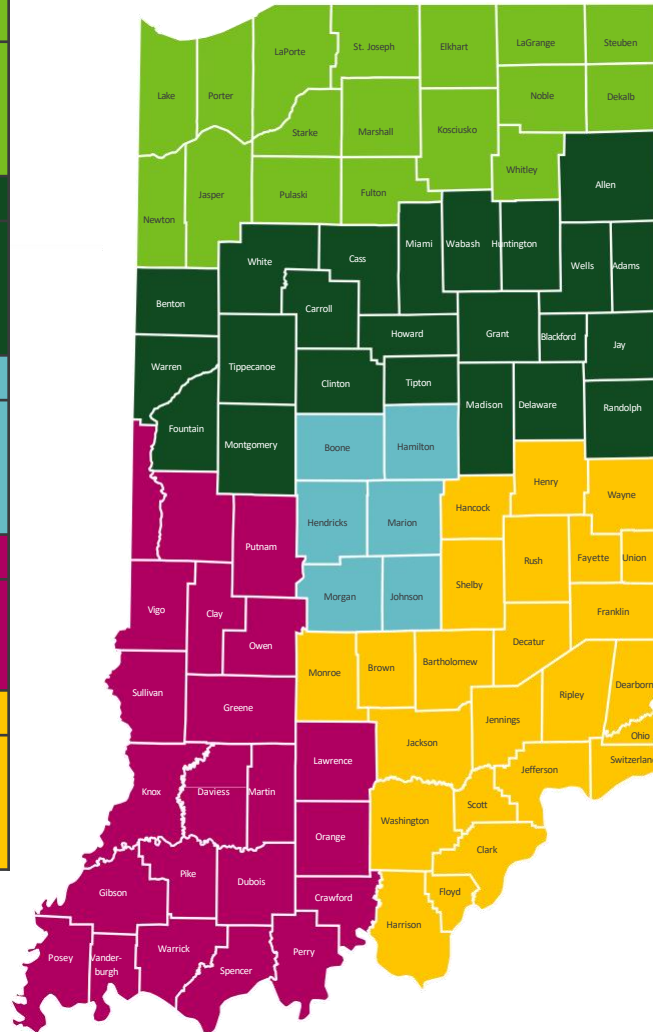
Kevin Cox, Manager of Provider Engagement  
Phone 812-572-0110 | [kcox23@humana.com](mailto:kcox23@humana.com)



# Provider Engagement Teams

# Humana Healthy Horizons in Indiana PathWays for Aging Long-Term Services and Supports/Home and Community-Based Services Provider Representatives Map

<b>Region 1</b>
<a href="mailto:INLTSSProviderRelations_T1@humana.com">INLTSSProviderRelations_T1@humana.com</a> Katelynn Koedyker-(219) 296-8295
<b>Region 2</b>
<a href="mailto:INLTSSProviderRelations_T2@humana.com">INLTSSProviderRelations_T2@humana.com</a> Katelynn Koedyker-(219) 296-8295
<b>Region 3</b>
<a href="mailto:INLTSSProviderRelations_T3@humana.com">INLTSSProviderRelations_T3@humana.com</a> Amber Whitacre-(812) 361-0803
<b>Region 4</b>
<a href="mailto:INLTSSProviderRelations_T4@humana.com">INLTSSProviderRelations_T4@humana.com</a> Logan Humphrey-(812) 613-9251
<b>Region 5</b>
<a href="mailto:INLTSSProviderRelations_T5@humana.com">INLTSSProviderRelations_T5@humana.com</a> Logan Humphrey-(812) 613-9251

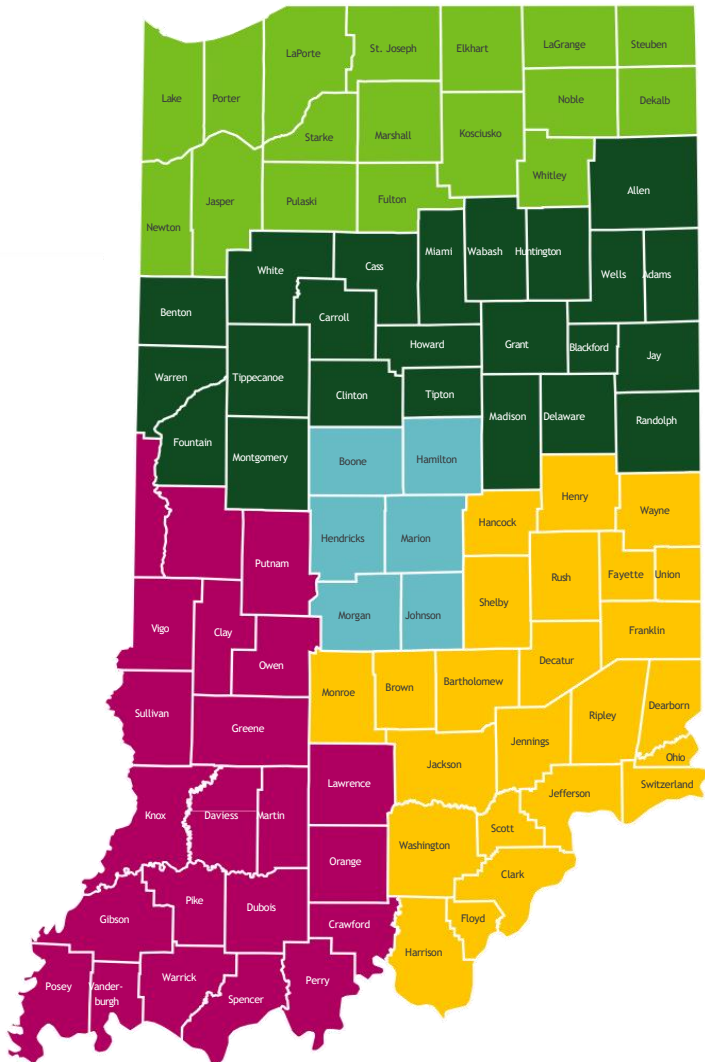


**Adult Day Care/Hospice**  
[INLTSSAdultDayHospice@humana.com](mailto:INLTSSAdultDayHospice@humana.com)  
 Kimberly Dunn-(812) 914-3104

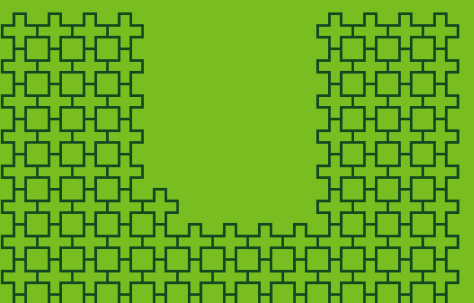
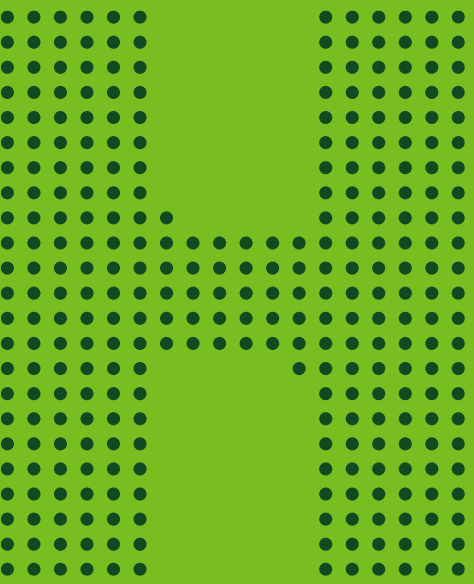
**Home Health/Personal Care Attendant**  
[INLTSSPersonalCareAttendant@humana.com](mailto:INLTSSPersonalCareAttendant@humana.com)  
 Bria Steele- South (317) 677-2693  
 Cierra Rich- North (260) 298-4348

# Humana Healthy Horizons in Indiana PathWays for Aging Behavioral Health, Physical Health, and Nursing Facility Provider Representatives Map

<b>Region 1</b>
<b>Brittani Fox: (219) 216-5588</b>
<b><a href="mailto:INMedicaidProviderRelations_T1@humana.com">INMedicaidProviderRelations_T1@humana.com</a></b>
<b>Region 2</b>
<b>Jelaina Hollingsworth: (346) 236-4261</b>
<b><a href="mailto:INMedicaidProviderRelations_T2@humana.com">INMedicaidProviderRelations_T2@humana.com</a></b>
<b>Region 3</b>
<b>Kristen Davidson: (463) 701-7794</b>
<b>Jelaina Hollingsworth: (346) 236-4261</b>
<b><a href="mailto:INMedicaidProviderRelations_T3@humana.com">INMedicaidProviderRelations_T3@humana.com</a></b>
<b>Region 4</b>
<b>Mychelle Christian: (812) 204-9285</b>
<b><a href="mailto:INMedicaidProviderRelations_T4@humana.com">INMedicaidProviderRelations_T4@humana.com</a></b>
<b>Region 5</b>
<b>Kristen Davidson: (463) 701-7794</b>
<b><a href="mailto:INMedicaidProviderRelations_T5@humana.com">INMedicaidProviderRelations_T5@humana.com</a></b>



**Skilled Nursing/Assisted Living**  
**Jessie Iden: (574) 275-3573**  
[INLTSSNursingFacilityAssistedLiving@humana.com](mailto:INLTSSNursingFacilityAssistedLiving@humana.com)



# Care Coordination





## Care Coordination

- Humana Healthy Horizons offers individualized education and support to PathWays members for many conditions and needs, including complex case management, assistance with housing and accessing community support.
- Humana Healthy Horizons' contracted providers may contact Humana Healthy Horizons to refer members in need of care management assistance by calling **866-274-5888 M-F 8 a.m. to 8 p.m. EST.**
- Humana Healthy Horizons understands the importance and complexity of transitioning members into, out of, or in-between health plans or programs, especially for members with complex conditions and those receiving long-term services and support.



## Care Coordination Continued

- Collaborating with our internal programs and external entities to achieve continuity of care and coordination of medically necessary healthcare services.
- We apply scalable resources to ensure a consistently smooth transition, continuity of care at all service levels and in all care settings across programs.
- **Humana will be** supporting and communicating with providers in developing and implementing an individualized plan of care to facilitate effective care coordination. The overall goal is to coordinate services across the member's continuum of care.



# Person-Centered Care

Addressing needs and providing timely support

## What is Person-Centered Care?

- Humana Healthy Horizons trains all care coordinators, service coordinators, and care and service coordination leaders on person-centered thinking through the Learning Community for Person-Centered Practices
- Promotes the following:
  - Relationship building
  - Member/Family/Provider engagement
  - Cultural and linguistic competence
  - Developing service plans based on a member's strengths, preferences, needs and self-identified goals

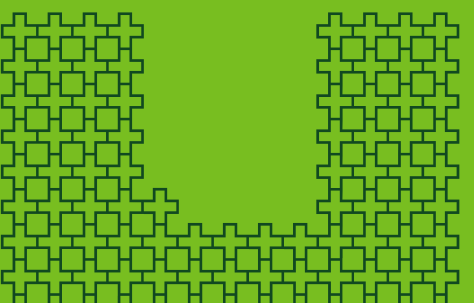
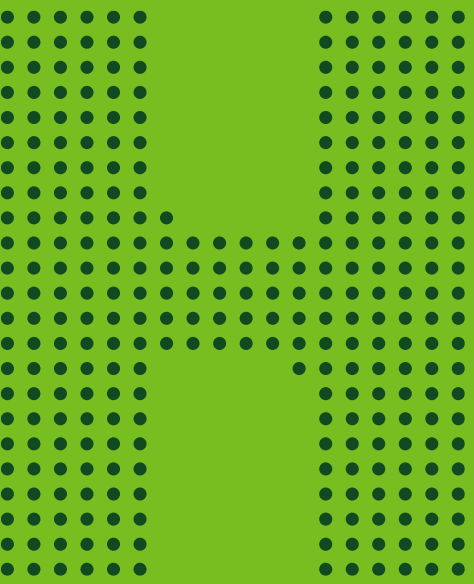
# Success Story #1

- Member experiencing mental health struggles
  - Had previously lost Medicaid
  - Issues with current therapist
  - Does not understand why psychiatric services have been recommended
- Care Coordinator Assistance
  - Reviewing providers in member's area
  - Gathering all relevant information for the initial intake including patient information and present needs
  - Continued follow-up to ensure provider and member are working well together
- Member expressed gratitude and stated that this was one of the hardest things to get accomplished



## Person-Centered Care #2

- Waiver Assistance
  - Member struggling with extreme depression. Unable to keep apartment clean.
  - Had zero services initiated when Care Coordinator made outreach
  - Could not even sit up when assessments were conducted
  - Care Coordinator established Home Making Services to meet the needs of this member
- Additional Follow-up
  - Care Coordinator performed a check-in and found apartment was spotless due to the help from the identified provider
  - Member was incredibly pleased, was thankful for getting connected with this provider, and Care Coordinator noticed member's engagement had greatly increased



# Vendor Information & Enhanced Services

# Dental – Covered Services



- Dentures and partials
- Diagnostic and preventative services
  - comprehensive evaluations
  - initial evaluations
  - periodic evaluations
  - prophylaxis
  - radiographs
    - bitewing
    - full mouth
    - intraoral
- Drugs and medicaments
- Emergency treatment and trauma care
  - incision and drainage abscess
  - palliative treatment of facial pain
- Extractions
  - preoperative care
  - postoperative care
  - tissue trim
- Oral hygiene instructions
- Orthodontic services
- Periodontal surgery
- Periodontic procedures, such as root scaling and planing
- Recement crowns
- Repair of wounds



## Dental – Enhanced Services



Up to \$500 allowance toward topical fluoride, oral sedation (along with nitrous), post-op complications, and mouthguards.

# DentaQuest



Contact Details:

Join our Network: [Join our network | DentaQuest](#)

DentaQuest Provider Services: 855-453-5286

DentaQuest Recruitment: 855-8731283

[NetworkDevelopment@dentaquest.com](mailto:NetworkDevelopment@dentaquest.com)

# Vision



## Initial vision care examination

- Visual acuity determination
- External eye examination
- Biocular measure
- Routine ophthalmoscopy
- Tonometry and gross visual field testing, including
  - Color vision
  - Depth perception
  - Stereopsis

## Additional vision services, if necessary

- Supplemental evaluation
- Bifocal determination
- Trifocal determination
- Neutralization of lens or lenses
- Refractions

## Eyeglasses, including frames and lenses medically necessary tinted lenses (tint numbers 1 and 2)

- Safety lenses
- Repairs or replacements of eyeglasses
- Contact lenses (if medically necessary)

## Vision – Enhanced Services



Up to \$150 annual allowance for 1 set of glasses (frames and lenses) and/or contacts every 24 months.

Member pays any cost over \$150.

# EyeMed



inFocus	What's available: <ul style="list-style-type: none"><li>• Provider Manual</li><li>• Group and plan information</li><li>• Training materials</li><li>• News about process and requirements</li></ul>	How to get there: <ul style="list-style-type: none"><li>• Login to <a href="#">EyeMed inFocus   Humana IN Pathways Resources</a><ul style="list-style-type: none"><li>◦ Available 24/7</li></ul></li></ul>
Online Claims System	What's available: <ul style="list-style-type: none"><li>• Claims filing</li><li>• Payment information</li><li>• Looking up member eligibility and benefits</li><li>• Updating location information</li></ul>	How to get there: <ul style="list-style-type: none"><li>• Login to the <a href="#">online claims system</a>.<ul style="list-style-type: none"><li>◦ Available 24/7</li></ul></li></ul>

# EyeMed Cont.



Call Center	What they can help with: <ul style="list-style-type: none"><li>• Claims questions that can't be addressed within the online claims system</li><li>• Credentialing and recredentialing questions</li></ul>	Contact Information: <ul style="list-style-type: none"><li>• 877-856-5702<ul style="list-style-type: none"><li>◦ Monday – Friday, 8 a.m. – 8 p.m., Eastern time.</li></ul></li><li>• <u>Online form</u><ul style="list-style-type: none"><li>◦ Available 24/7</li></ul></li></ul>
Quality Assurance	What's available: <ul style="list-style-type: none"><li>• Complaint resolution</li><li>• Provider appeals</li></ul>	Contact Information: <ul style="list-style-type: none"><li>• <u>EyemedQA@eyemed.com</u><ul style="list-style-type: none"><li>◦ Available 24/7</li></ul></li><li>• Fax: 513-492-3259<ul style="list-style-type: none"><li>◦ Available 24/7</li></ul></li></ul>

# Non-Medical Transportation



Non-medical transportation to locations such as social support groups, wellness classes, and food banks. This benefit also offers transportation to locations providing social benefits and community integration for members such as community and neighborhood centers, parks, recreation areas, and churches. This is an enhanced benefit for Medicaid-only members

Up to 12 round trips (or 24 one-way trips) up to 30 miles for non-medical transportation per year to locations such as social support groups, wellness classes, and food banks. This benefit also offers transportation to locations providing social benefits and community integration for members such as community and neighborhood centers, parks, recreation areas, and churches.

Non-waiver members must reside in a home and/or community-based setting to qualify.

# LCP Transportation

Scheduling Trips: 317-291-9318

Vendor Contact Information:

**Tim Ittenbach**

Director, Programs & Vendor Management

Cell: 317-289-7534

[tim.ittenbach@lcptransportation.com](mailto:tim.ittenbach@lcptransportation.com)



**Duane VanDeVanter**

Vendor Relations Manager

Office: 317-417-9781 Ext 135; Cell: 317-979-3449

[duane.vandevanter@lcptransportation.com](mailto:duane.vandevanter@lcptransportation.com)



# Evolve – Home/Vehicle Modification



Indiana PathWays for Aging with Humana Healthy Horizons in Indiana are proud to partner with Evolve.

## Humana's Premier Benefit Manager for Home & Vehicle Modifications



Interested in joining Evolve's Provider Network?

Call David Wilson 844-438-7577 Ext. 105 or email [netdev@evolve-emod.com](mailto:netdev@evolve-emod.com)



Already an Evolve Provider and have questions?

Call 844-438-7577 Option 3 or email [providers@evolve-emod.com](mailto:providers@evolve-emod.com)

Wanting to join the Evolve network?

- Email: [netdev@evolve-emod.com](mailto:netdev@evolve-emod.com)
- Call: 844-438-7577, Ext. 105

Already enrolled with questions?

- Email: [providers@evolve-emod.com](mailto:providers@evolve-emod.com)
- Call: 844-438-7577, Option 3

# Hearing

Hearing providers can be located using Find a Doctor. Search for Hearing, Audiology, or Ear, Nose, and Throat (ENT): [Find Care | Humana](#)

Hearing tests:

- Speech discrimination testing
- Pure tone testing



Hearing aids:

- Monaural hearing aids
- Binaural hearing aids
- Hearing aid evaluations
- Maintenance and repair

One-time dispensing fee that includes:

- All services related to the initial fitting
- Adjustment of the hearing aid
- Orientation of the member
- Instructions on the hearing aid

# Enhanced Services 1



Enhanced Services	Details and Limitations
Fall Prevention Kits	<p>Members at risk for falls may receive Fall Prevention Kit once per lifetime Kit contains nonslip socks, reachers/grabbers, and bathmats</p> <p>Stair treads member must not reside in residential facility or nursing facility</p> <p>Care coordinator approval required</p>
Home-based Respiratory Intervention	<p>Members living with respiratory diseases can receive up to \$200 per calendar year for the following goods and services:</p> <ul style="list-style-type: none"> <li>Allergy-free bedding</li> <li>Carpet cleaning</li> <li>Air purifier</li> </ul> <p>Member can select multiple items within one year provided total spend remains within the \$200 allowance.</p>
Home-based Virtual Assistance Technology	<p>Members participating in our care management or disease management programs with the following conditions may be eligible to receive 1 artificial intelligence (AI)-enabled virtual assistance device; 1 device per lifetime, per member:</p> <ul style="list-style-type: none"> <li>Social isolation</li> <li>Depression</li> <li>Memory loss</li> </ul> <p>Care coordinator approval required</p>
Post-Discharge Meals	<p>14 refrigerated home-delivered meals following discharge from an inpatient or residential facility, limited to 4 discharges per year.</p> <p>Nonwaiver members must reside in a home and/or community-based setting.</p>

# Enhanced Services 2



Enhanced Services	Details and Limitations
Housing Assistance	Up to \$500 per member, per year, to assist with the following housing expenses (unused allowance does not roll over to the next year): Moving expenses via licensed moving company when transitioning from a public housing authority Plan approval required:
Name Bands	Members with dementia, Alzheimer’s disease and/or diabetes and in our care management or disease management programs may receive 20 name bands per year  Care coordinator approval required.
Nutritional Coaching Program	The nutritional coaching program delivers nutritional coaching intervention for members 60 years and older. After receiving provider clearance, the member can complete 6 nutritional coaching sessions with a health coach equaling approximately 1 call per month for a period of 6 months.
PERS	Members in our care management or disease management programs may receive 1 PERS device per lifetime to provide round-the-clock emergency service. Member must not reside in a residential or nursing facility.  Care coordinator approval required.

# Enhanced Services 3



Enhanced Services	Details and Limitations
Pest Control	<p>Up to \$320 per year for pest control for nonwaiver members:</p> <p>If member resides with caregiver, member must show proof. Members must reside in a home and/or community-based setting.</p> <p>Care coordinator approval required</p>
Photo Albums	<p>Members in our care management or disease management programs may receive 1 photo album per year. Member must not reside in a residential or nursing facility. Members must reside in a home and/or community-based setting.</p> <p>Care coordinator approval required.</p>
Pill Box	<p>Member may receive one 7-day pill box per lifetime. Members must reside in a home and/or community-based setting.</p>
Podiatry Visits	<p>Up to an additional 6 podiatry visits for the following:</p> <p>Members in need of medical or surgical treatment of injuries and diseases of the foot Members with conditions affecting the legs, such as diabetes</p>
Transition Assistance into Community Living	<p>All non-waiver members moving from a nursing facility to their own home may receive up to \$5,000 per lifetime.</p> <p>Assistance for paying with security and utility deposits, household furnishings/supplies, and moving expenses.</p> <p>Member must be moving out of a nursing facility into the member's own home where they are responsible for their own living expenses</p> <p>Care coordinator approval required</p>

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