

Healthcare Provider Training Calendar

Oct. 1, 2024, through Dec. 31, 2024

Humana Healthy Horizons® in Indiana offers provider training covering Indiana PathWays for Aging plan requirements, processes and procedures.

Sign up for webinars by visiting the registration link.



For questions related to registration, please email Provider Relations at INMedicaidProviderRelations@humana.com.

Hours are shown as Eastern time.

Date and time	Topic/description	Register
Every Tuesday in Oct. 9 – 10 a.m.	Humana Healthy Horizons new provider orientation This orientation will familiarize newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.	Virtual: Register for the Humana Healthy Horizons new provider orientation
Every Tuesday in Oct. 10 – 10:30 a.m.	Grievance and appeals overview Humana Healthy Horizons representatives will review the grievance and appeals process for the Indiana PathWays for Aging program.	Virtual: Register for Humana Healthy Horizons grievance and appeals overview
Every Thursday in Oct. 10 – 11 a.m.	Humana Healthy Horizons Availity Essentials overview training Humana Healthy Horizons representatives will provide an overview of the Availity Essentials™ portal, including tools and navigation tips.	Virtual: Register for the Humana Healthy Horizons Availity Essentials overview training

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Every Thursday in Oct. 12:30 – 1 p.m.	Home health office hours Humana Healthy Horizons representatives will be available to help with any Indiana PathWays for Aging inquiries.	Virtual: Register for Humana Healthy Horizons home health office hours
Wednesday, Oct. 9, 2024 9 – 9:30 a.m.	Provider manual overview Topic: <ul style="list-style-type: none"> • Member rights and responsibilities • Provider rights and responsibilities 	Virtual: Register for the Humana Healthy Horizons provider manual overview
Wednesday, Oct. 23, 2024 9 – 9:30 a.m.	Provider manual overview Topics: <ul style="list-style-type: none"> • Appointment wait-times and access standards • Primary medical provider (PMP) after-hours availability 	Virtual: Register for the Humana Healthy Horizons provider manual overview
Every Tuesday in Nov. 9 – 10 a.m.	Humana Healthy Horizons new provider orientation This orientation will familiarize newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.	Virtual: Register for Humana Healthy Horizons new provider orientation
Every Tuesday in Nov. 10 – 10:30 a.m.	Grievance and appeals overview Humana Healthy Horizons representatives will review the grievance and appeals process for the Indiana PathWays for Aging program.	Virtual: Register for Humana Healthy Horizons grievance and appeals overview
Every Wednesday in Nov. 12:30 – 1 p.m.	Adult day services office hours Humana Healthy Horizons representatives will be available to assist with any Indiana PathWays for Aging inquiries.	Virtual: Register for Humana Healthy Horizons adult day services office hours

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Every Thursday in Nov. 10 – 11 a.m.	Humana Healthy Horizons Availity Essentials overview training Humana Healthy Horizons representatives will provide an overview of the Availity Essentials portal, including tools and navigation tips.	Virtual: Register for the Humana Healthy Horizons Availity Essentials overview training
Wednesday, Nov. 6, 2024 11:30 a.m. – 1:30 p.m.	In-person town hall This town hall will be a chance to meet your dedicated Humana Healthy Horizons Provider Engagement representative.	Brownsburg Library 450 S Jefferson St. Brownsburg, IN 46112 Register here: Provider in-person town hall Brownsburg Public Library registration
Wednesday, Nov. 6, 2024 9 – 9:30 a.m.	Provider manual overview Topics: <ul style="list-style-type: none"> • Member rights and responsibilities • Provider rights and responsibilities 	Virtual: Register for the Humana Healthy Horizons provider manual overview
Wednesday, Nov. 6, 2024 10 – 10:30 a.m.	Cultural competency training During this training session, a representative will provide training on cultural competency, focusing on person-centered standards.	Virtual: Register for Humana Healthy Horizons cultural competency training
Wednesday, Nov. 20, 2024 9 – 9:30 a.m.	Provider manual overview Topics: <ul style="list-style-type: none"> • Appointment wait-time and access standards • PMP after-hour availability 	Virtual: Register for the Humana Healthy Horizons provider manual overview

<p>Wednesday, Nov. 20, 2024 10:30 – 11 a.m.</p>	<p>Cultural competency training—health, safety and welfare During this training session, a representative will provide training on caring for populations at greater risk for negative health outcomes.</p>	<p>Virtual: Register for Humana Healthy Horizons cultural competency training—health, safety and welfare</p>
<p>Every Tuesday in Dec. 9 – 10 a.m.</p>	<p>Humana Healthy Horizons new provider orientation This orientation will familiarize newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.</p>	<p>Virtual: Register for Humana Healthy Horizons new provider orientation</p>
<p>Every Tuesday in Dec. 10 – 10:30 a.m.</p>	<p>Grievance and appeals overview Humana Healthy Horizons representatives will review the grievance and appeals process for the Indiana PathWays for Aging program.</p>	<p>Virtual: Register for Humana Healthy Horizons grievance and appeals overview</p>
<p>Every Thursday in Dec. 9 – 9:30 a.m.</p>	<p>Home and Community-Based Services (HCBS) claims education town hall Humana Healthy Horizons representatives will be available to assist with any Indiana PathWays for Aging inquiries.</p>	<p>Virtual: Register for Humana Healthy Horizons HCBS claims education town hall</p>
<p>Every Thursday in Dec. 10 – 11 a.m.</p>	<p>Humana Healthy Horizons Availity Essentials overview training Humana Healthy Horizons representatives will provide an overview of the Availity Essentials portal, including tools and navigation tips.</p>	<p>Virtual: Register for the Humana Healthy Horizons Availity Essentials overview training</p>

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Tuesday, Dec. 3, 2024 2 – 2:30 p.m.	Cultural competency training During this training session, a representative will provide an overview on cultural competency.	Virtual: Register for Humana Healthy Horizons cultural competency training
Wednesday, Dec. 4, 2024 12:30 – 1 p.m.	Home health office hours Humana Healthy Horizons representatives will be available to help with any Indiana PathWays for Aging inquiries.	Virtual: Register for Humana Healthy Horizons home health office hours
Thursday, Dec. 5, 2024 2 – 2:30 p.m.	Cultural competency training During this training session, a representative will provide training on tobacco cessation and grievance and appeals.	Virtual: Register for Humana Healthy Horizons cultural competency training
Tuesday, Dec. 10, 2024 2 – 2:30 p.m.	Cultural competency training During this training session, a representative will provide training on cultural competency, focusing on person-centered standards.	Virtual: Register for Humana Healthy Horizons cultural competency training
Wednesday, Dec. 11, 2024 12:30 – 1 p.m.	Workforce Development kick-off office hours Meet with our Workforce Development team and learn more about what's coming in 2025.	Virtual: Register for Humana Healthy Horizons Workforce Development kick-off office hours

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<p>Thursday, Dec. 12, 2024 2 – 2:30 p.m.</p>	<p>Cultural competency training—health, safety and welfare</p> <p>During this training session, a representative will provide training on caring for populations at greater risk for negative health outcomes.</p>	<p>Virtual: Register for Humana Healthy Horizons cultural competency training—health, safety and welfare</p>
<p>Wednesday, Dec. 18, 2024 2 – 3 p.m.</p>	<p>Provider manual overview</p> <p>Topics:</p> <ul style="list-style-type: none"> • Appointment wait-time and access standards • PMP after-hour availability • Member rights and responsibilities • Provider rights and responsibilities 	<p>Virtual: Register for the Humana Healthy Horizons provider manual overview</p>