



New Horizon for Indiana PathWays for Aging Provider Newsletter

Volume VI

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Humana
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Encourage appropriate screenings during Colorectal Cancer Awareness Month

March is Colorectal Cancer Awareness Month. Take the opportunity to discuss with your Humana Healthy Horizons® in Indiana for Indiana PathWays for Aging-covered patients what screening method might work best for them and encourage them to get tested.

Most people should begin screening for colorectal cancer soon after turning 45, according to the CDC.¹

The 4 most common cancers – breast, prostate, colorectal and cervical – have screening tests that make a real difference to patient survivability and quality of life if the cancer is detected early.

Let your patients know that screenings work and help to decrease death rates overall. Encourage them to schedule their cancer screenings today and provide an appropriate referral for the procedure. The extra effort to get screened could save their life.



Use online prior authorization for significantly faster results

Providers and their staff are encouraged to review prior authorization requirements for services, like the above recommended screenings, prior to services. Approvals can be received faster by answering a few clinical questions online. If all necessary criteria are met, Humana Healthy Horizons delivers an immediate approval.

Save time by having relevant clinical information handy before starting your prior authorization submission, including:

- Requesting/servicing provider and/or facility name
- Patient symptoms and duration
- Prior diagnostic tests and results
- Patient medications/duration
- Relevant prior treatments or other clinical findings

You can find current prior authorization lists at Humana Healthy Horizons Indiana PathWays for Aging provider [prior authorization notification lists](#), and you can learn more about prior authorization automation on the [Availity Essentials™ website](#). The [Making It Easier series](#), a library of tools and resources, also can help simplify your business interactions.



Use wellness visits to connect with patients, identify their social and health needs and encourage healthy habits

Wellness visits are the best way to help members stay healthy, monitor development, promote disease management, detect social needs of the family and stay connected with patients. Humana Healthy Horizons encourages providers to use the first 5 minutes of each appointment to talk to patients about social determinants of health (SDOH), behavioral health, environmental factors, and other elements that may influence their health.

Best practices to keep in mind include:

- Make every visit count. Sick visits can be used to capture components for compliance, including blood pressure, preventive screenings, body mass index percentiles, nutritional guidance, physical activity assessments or anticipatory guidance.
- Ensure the member's medical record includes detailed documentation.
- Emphasize immunizations, including those with cancer-preventing benefits. Humana Healthy Horizons suggests using the U.S. Centers for Disease Control and Prevention guidance related to immunization schedules.
- Discuss necessary screenings and testing, including referrals for mental and developmental disorders.
- Educate patients on necessary medication utilization and adherence.
- Set gap alerts and use standardized templates in charts and electronic medical records.
- Encourage members to schedule their next visit before they leave the office.
- Encourage members to set a visit reminder on their calendar.

Providers may ask culturally competent questions of their patients; these may include their employment and housing status, availability of food in their home and familial supports, among others. Discuss any social barriers to visits, such as transportation or patient's work schedule.

Understanding a member's SDOH helps the provider develop empathy, foster trust with the member, and identify appropriate intervention for potential member engagement.

Humana Healthy Horizons in Indiana also offers resources to help address members' identified needs. Providers are encouraged to explore our compliance training webpage for further information and access to training materials through Availity Essentials. Providers can also guide members to reach out to their Care Manager for additional assistance or to access available resources. For any questions about Care Managers, members can call Member Services at 866-274-5888 (TTY: 711), Monday – Friday, 8 a.m. - 8 p.m., Eastern time.



Visit Humana Healthy Horizons' provider website and other online resources

The Humana Healthy Horizons in Indiana website has materials and resources to help you achieve optimal results, including:

- How to join the network
- Prior authorization resources
- Provider training materials and training schedule
- Provider Manual
- Provider Network Resource Guide
- LTSS/HCBS Provider Representative Map
- Physical and Behavioral Health Provider Representative Map

We encourage you to visit often for updates, upcoming training and events, and more. As a reminder, our provider education and outreach representatives are always available to help to address any questions you might have.



Sign up for news and announcements

Sign up at the Humana Healthy Horizons website to receive alerts from Humana Healthy Horizons of Indiana for Indiana PathWays for Aging.

Sign up for news, announcements and alerts for Indiana's Pathways for Aging.

References:

1. "Screening for Colorectal Cancer," U.S. Centers for Disease Control and Prevention, last accessed Feb. 11, 2025, <https://www.cdc.gov/colorectal-cancer/screening/index.html>.