



New Horizon for Indiana PathWays for Aging Provider Newsletter

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Humana
Healthy Horizons®



Humana Healthy Horizons in Indiana is a Medicaid Product of Arcadian Health Plan, Inc.

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Give us your feedback – join our advisory committee

You are invited to join our Population Health Advisory Committee. You can help tackle health disparities affecting Hoosiers from diverse backgrounds.

As a committee member, you'll provide important feedback to help Humana Healthy Horizons® in Indiana for Indiana PathWays for Aging ensure culturally appropriate care using data-driven approaches.

Email **IndianaPopulationHealth@Humana.com** to register for our quarterly meetings:

- Thursday, Dec. 4, 2025: 12:00 p.m., Eastern time

Register for the Humana Healthy Horizons Population Health Advisory Committee



Use wellness visits as an opportunity to connect with patients, identify 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.

Best practices to keep in mind:

- Make every visit count. Sick visits can be used to capture key clinical data, including blood pressure, preventive screenings, body mass index (BMI) percentiles, nutritional guidance, and 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 (CDC) 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.
- Discuss any social barriers to visits, such as transportation.



Inform patients of after-hours care options

When patients know where to get the right care outside your regular operating hours, it can save them time and speed up their recovery.

Communicating with patients about how they can find after-hours care information can help them make the most appropriate decision for the type of care they need. Providers can use a voicemail answering service, office website or in-office visits to convey this information..

Tips for your office's outgoing voicemail messages:

- Describe services your practice provides, such as virtual care.
- Detail options for nonemergency needs.
- Advise patients on what they should tell another provider after hours or on weekends.
- Address how and when to contact you if your patient was seen by another provider so you can provide appropriate follow-up care.
- Advise patients to call 911 or go to the nearest emergency room (ER) in cases of medical emergency.

When appropriate, patients can receive convenient, fast and lower-cost care when they choose an urgent care facility over a visit to the ER.

If patients experience any of the following, they should be advised to go to the ER:

- Accident or fall that threatens life or limb
- Chest pains
- Difficulty breathing
- Serious burns
- Stroke symptoms, such as paralysis, sudden loss of vision or inability to speak
- Sudden and severe pain
- Uncontrolled bleeding or open wound

If patients need live, individual support and/or telephonic triage, they can call the Humana Healthy Horizons Nurse Advice Line. The phone number is located on the back of their member ID card. Help is available 24 hours a day, 7 days a week.

Patients can also find a provider or urgent care center by using our online **Find a doctor** tool.



Indiana Health Coverage Programs reminders

Indiana Health Coverage Programs (IHCP) updated and published Version 5.1 of the **Oncology Services Provider Reference Module** April 29, 2025

The Indiana Health Coverage Programs (IHCP) published Version 7.0 of the **Claim Administrative Review and Appeals Provider Reference Module** Jan. 30, 2025

BT202523: IHCP corrects outpatient pricing for procedure code 75580

BT202522: IHCP advises providers of a software update for certain blood glucose receivers on the Preferred Diabetes Supplies List (PDSL)

BT202520: Updated coverage and billing information for the 2025 annual HCPCS code update

BT202526: IHCP adds coverage for Iloprost (Q4074)

As a reminder, please continue to check the **Indiana Medicaid website** for recent updates and please sign up for IHCP bulletins.



Find Humana-specific training via the Humana Learning Center on Availity Essentials

The Humana Learning Center on **Availity Essentials™** is an innovative learning management system for Humana's provider training material. This centralized platform consolidates training resources and compliance education, making it an essential tool for providers looking to enhance their knowledge and operational efficiency.

Key benefits:

- **Comprehensive training offerings:** As of July 1, 2025, the Humana Learning Center features compliance training for Medicare and Medicaid, along with various Humana-specific training modules. Over time, Humana will add additional provider training materials, streamline access and reduce time spent navigating multiple platforms.
- **User-friendly interface:** Designed to be intuitive, the Humana Learning Center improves the provider experience by offering a straightforward approach to accessing training materials.
- **Enhanced provider experience:** By consolidating training resources, providers can easily find and complete necessary training, which can lead to improved service delivery and patient care.
- **Increased security:** With rising cyber threats in the healthcare industry, the Humana Learning Center employs robust security measures to protect training content, allowing for secure access to essential resources without restrictions.

- Streamlined administration: The Humana Learning Center facilitates simplified compliance reporting and attestation processes, providing administrators and providers with efficient tools to manage their training needs.

Training materials available as of July 1, 2025:

- Medicare compliance training
- Medicaid compliance training
- Humana-specific Availity Essentials training

Check back often, as more training modules are added.

Accessing the Humana Learning Center

Providers can easily access the Humana Learning Center by logging into Availity Essentials, navigating to Payer Spaces, and selecting Humana, followed by the Humana Learning Center.

Register for Availity Essentials here.

A significant advancement in provider training and compliance education

The Humana Learning Center on Availity Essentials represents a significant advancement in provider training and compliance education. By centralizing resources and enhancing security, the Humana Learning Center improves the training experience and supports Humana's commitment to delivering exceptional care and service to its network of providers.

Learn more about Availity Essentials webinars and resources on **our provider web-based training and resources webpage.**



Sign up for news and announcements

Providers can receive alerts regarding announcements, important updates and news by signing up on the **Humana Healthy Horizons in Indiana website.**

Humana Healthy Horizons in Indiana provider website and resources

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

- How to join the network
- Prior authorization resources
- Provider training materials and live training schedule
- **Provider Manual**
- **Provider Network Resource Guide**
- **Long-term services and supports/Home and Community-Based Services provider representative map**
- **Physical and Behavioral Health Provider Representative Map**

We encourage you to visit often for updates, upcoming training and events, and more. In addition to the many resources on our website, our provider education and outreach representatives are always available to help address any questions you might have.

Sources:

1. “American Cancer Society Guideline for Colorectal Cancer Screening: For People at Average Risk,” last accessed May 22, 2025, <https://www.cancer.org/cancer/colon-rectal-cancer/detection-diagnosis-staging/acs-recommendations.html>