



# Healthcare provider training calendar

## April 1, 2025 – June 27, 2025

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](mailto:INMedicaidProviderRelations@humana.com).

Date and time*	Topic/description	Register
Every Tuesday in April 9 a.m. – 10 a.m.	<b>Humana Healthy Horizons new provider orientation</b> This orientation will familiarize newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons new provider orientation</b>
Wednesday, April 2, 2025 9 a.m. – 10 a.m.	<b>Provider manual overview</b> Topics: <ul style="list-style-type: none"><li>• Appointment wait time and access standards</li><li>• Primary medical provider (PMP) after-hours availability</li><li>• Member rights and responsibilities</li><li>• Provider rights and responsibilities</li></ul>	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons provider manual overview</b>
Wednesday, April 9, 2025 10 – 10:30 a.m.	<b>Cultural competency training</b> During this training session, a representative will provide training on cultural competency, focusing on person-centered standards.	<b>Virtual:</b> <b>Register for Humana Healthy Horizons cultural competency training</b>
Thursday, April 17, 2025 9 a.m. – 9:30 a.m.	<b>Grievance and appeals overview</b> Humana Healthy Horizons representatives will review the grievance and appeals process for the Indiana PathWays for Aging program.	<b>Virtual:</b> <b>Register for Humana Healthy Horizons grievance and appeals overview</b>

**Humana**  
Healthy Horizons®  
in Indiana



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

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<b>Date and time*</b>	<b>Topic/description</b>	<b>Register</b>
Wednesday, April 23, 2025 9 a.m. – 9:30 a.m.	<b>Indiana PathWays for Aging office hours</b> Humana Healthy Horizons representatives will be available to help with any Indiana PathWays for Aging inquiries.	<b>Virtual:</b> <b>Register for Indiana PathWays for Aging office hours</b>
Every Tuesday in May 9 a.m. – 10 a.m.	<b>Humana Healthy Horizons new provider orientation</b> This orientation will familiarize newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons new provider orientation</b>
Wednesday, May 7, 2025 9 a.m. – 10 a.m.	<b>Provider manual overview</b> Topics: <ul style="list-style-type: none"> <li>• Appointment wait time and access standards</li> <li>• PMP after-hours availability</li> <li>• Member rights and responsibilities</li> <li>• Provider rights and responsibilities</li> </ul>	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons provider manual overview</b>
Wednesday, May 14, 2025 10 a.m. – 10:30 a.m.	<b>Cultural competency training</b> During this training session, a representative will provide training on cultural competency, focusing on person-centered standards.	<b>Virtual:</b> <b>Register for Humana Healthy Horizons cultural competency training</b>
Thursday, May 22, 2025 9 a.m. – 9:30 a.m.	<b>Grievance and appeals overview</b> Humana Healthy Horizons representatives will review the grievance and appeals process for the Indiana PathWays for Aging program.	<b>Virtual:</b> <b>Register for Humana Healthy Horizons grievance and appeals overview</b>
Wednesday, May 28, 2025 9 a.m. – 9:30 a.m.	<b>Indiana PathWays for Aging office hours</b> Humana Healthy Horizons representatives will be available to help with any Indiana PathWays for Aging inquiries.	<b>Virtual:</b> <b>Register for Indiana PathWays for Aging office hours</b>
Every Tuesday in June 9 a.m. – 10 a.m.	<b>Humana Healthy Horizons new provider orientation</b> This orientation will familiarize newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons new provider orientation</b>
Wednesday, June 4, 2025 9 a.m. – 10 a.m.	<b>Provider manual overview</b> Topics: <ul style="list-style-type: none"> <li>• Appointment wait time and access standards</li> <li>• PMP after-hour availability</li> <li>• Members rights and responsibilities</li> <li>• Providers rights and responsibilities</li> </ul>	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons provider manual overview</b>

<b>Date and time*</b>	<b>Topic/description</b>	<b>Register</b>
Wednesday, June 11, 2025 10 a.m. – 10:30 a.m.	<b>Cultural competency training</b> During this training session, a representative will provide training on cultural competency, focusing on person-centered standards.	<b>Virtual:</b> <b>Register for Humana Healthy Horizons cultural competency training</b>
Thursday, June 18, 2025 9 a.m. – 9:30 a.m.	<b>Grievance and appeals overview</b> Humana Healthy Horizons representatives will review the grievance and appeals process for the Indiana PathWays for Aging program.	<b>Virtual:</b> <b>Register for Humana Healthy Horizons grievance and appeals overview</b>
Wednesday, June 25, 2025 9 a.m. – 9:30 a.m.	<b>Indiana PathWays for Aging office hours</b> Humana Healthy Horizons representatives will be available to help with any Indiana PathWays for Aging inquiries.	<b>Virtual:</b> <b>Register for Indiana PathWays for Aging office hours</b>

\*Hours are shown as Eastern time.