



# Healthcare provider training calendar

## July 1 – Sept. 30, 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.



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 July 2025, 9 a.m. – 10 a.m., Eastern time	<b>Humana Healthy Horizons new provider orientation.</b>  This orientation familiarizes 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 cultural competency training</b>
Wednesday, July 9, 2025, 9 a.m. – 10 a.m., Eastern time	<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 cultural competency training</b>
Thursday, July 10, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Availity Essentials™ office hours</b>  Humana Healthy Horizons representatives are available to help with Availity Essentials inquiries.	<b>Virtual:</b>  <b>Register for the Humana Healthy Horizons grievances and appeals overview</b>



<b>Date and time</b>	<b>Topic/description</b>	<b>Register</b>
Wednesday, July 16, 2025, 10 a.m. – 10:30 a.m., Eastern time	<b>Cultural competency training</b> During this training session, a representative provides training on cultural competency, with a focus on person-centered standards.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons cultural competency training</b>
Wednesday, July 23, 2025, 10 a.m. – 10:30 a.m., Eastern time	<b>Cultural competency training</b> During this training session, a representative provides training on cultural competency, with a focus on person-centered standards.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons cultural competency training</b>
Thursday, July 24, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Grievances and appeals overview</b> Humana Healthy Horizons representatives review the grievances and appeals process for the Indiana PathWays for Aging program.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons grievances and appeals overview</b>
Wednesday, July 30, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Indiana PathWays for Aging office hours</b> Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.	<b>Virtual:</b> <b>Register for Indiana PathWays for Aging office hours</b>
Every Tuesday in August 2025, 9 a.m. – 10 a.m., Eastern time	<b>Humana Healthy Horizons new provider orientation</b> This orientation familiarizes 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, Aug. 6, 2025, 9 a.m. – 10 a.m., Eastern time	<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, Aug. 13, 2025, 10 a.m. – 10:30 a.m., Eastern time	<b>Cultural competency training</b> During this training session, a representative provides training on cultural competency, with a focus on person-centered standards.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons cultural competency training</b>

<b>Date and time</b>	<b>Topic/description</b>	<b>Register</b>
Thursday, Aug. 14, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Availity Essentials office hours</b> Humana Healthy Horizons representatives are available to help with Availity Essentials inquiries.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons Availity office hours</b>
Wednesday, Aug. 20, 2025, 10 a.m. – 10:30 a.m., Eastern time	<b>Cultural competency training</b> During this training session, a representative provides training on cultural competency, focusing on person-centered standards.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons cultural competency training</b>
Thursday, Aug. 21, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Grievances and appeals overview</b> Humana Healthy Horizons representatives review the grievances and appeals process for the Indiana PathWays for Aging program.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons grievances and appeals overview</b>
Wednesday, Aug. 27, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Indiana PathWays for Aging office hours</b> Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.	<b>Virtual:</b> <b>Register for Indiana PathWays for Aging office hours</b>
Every Tuesday in September 2025, 9 a.m. – 10 a.m., Eastern time	<b>Humana Healthy Horizons new provider orientation</b> This orientation familiarizes 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, Sept. 3, 2025, 9 a.m. – 10 a.m., Eastern time	<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>• 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, Sept. 10, 2025, 10 a.m. – 10:30 a.m., Eastern time	<b>Cultural competency training</b> During this training session, a representative provides training on cultural competency, with a focus on person-centered standards.	<b>Virtual:</b> <b>Register for the Humana Healthy Horizons cultural competency training</b>

<b>Date and time</b>	<b>Topic/description</b>	<b>Register</b>
Thursday, Sept. 11, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Availity Essentials office hours</b>  Humana Healthy Horizons representatives are available to help with Availity Essentials inquiries.	<b>Virtual:</b>  <b>Register for the Humana Healthy Horizons cultural competency training</b>
Wednesday, Sept. 17, 2025, 10 a.m. – 10:30 a.m., Eastern time	<b>Cultural competency training</b>  During this training session, a representative provides training on cultural competency, focusing on person-centered standards.	<b>Virtual:</b>  <b>Register for the Humana Healthy Horizons cultural competency training</b>
Thursday, Sept. 18, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Grievances and appeals overview</b>  Humana Healthy Horizons representatives review the grievances and appeals process for the Indiana PathWays for Aging program.	<b>Virtual:</b>  <b>Register for the Humana Healthy Horizons grievances and appeals overview</b>
Wednesday, Sept. 24, 2025, 9 a.m. – 9:30 a.m., Eastern time	<b>Indiana PathWays for Aging office hours</b>  Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.	<b>Virtual:</b>  <b>Register for Indiana PathWays for Aging office hours</b>