



# Healthcare provider training calendar

## April 1 – June 30, 2026

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 links.



For questions related to registration, please email Provider Relations at [INMedicaidProviderRelations@humana.com](mailto:INMedicaidProviderRelations@humana.com).

| Date and time (Hours shown are Eastern time.) | Topic/description  | Register (virtually)                                     |
|---|--|--|
| Tuesdays in April, 9 a.m. – 10 a.m.           | <b>Humana Healthy Horizons new provider orientation</b><br>This orientation familiarizes newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.  | Humana Healthy Horizons new provider orientation         |
| Wednesday, April 1, 9 a.m. – 9:30 a.m.        | <b>Provider manual overview</b><br>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> | Humana Healthy Horizons provider manual overview         |
| Thursday, April 2, 9 a.m. – 9:30 a.m.         | <b>Humana Healthy Horizons Availity Essentials office hours</b><br>Humana Healthy Horizons representatives are available to help with Availity Essentials™ inquiries.  | Humana Healthy Horizons Availity Essentials office hours |
| Wednesday, April 8, 11 a.m. – 11:30 a.m.      | <b>Indiana PathWays for Aging office hours</b><br>Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.   | Indiana PathWays for Aging office hours                  |



| Date and time                                | Topic/description   | Register (virtually)  |
|--|---|---|
| Wednesday, April 15,<br>10 a.m. – 11 a.m.    | <b>Humana Healthy Horizons hospice and nursing facility open house</b><br>Humana Healthy Horizons representatives are available for a discussion on current hospice and nursing facility issues.  | Humana Healthy Horizons hospice and nursing facility open house |
| Thursday, April 16,<br>9 a.m. – 9:30 a.m.    | <b>Humana Healthy Horizons grievances and appeals overview</b><br>Humana Healthy Horizons representatives review the grievances and appeals process for the Indiana PathWays for Aging program.   | Humana Healthy Horizons grievances and appeals overview         |
| Wednesday, April 22,<br>11 a.m. – 11:30 a.m. | <b>Humana Healthy Horizons provider claims training overview</b><br>Humana Healthy Horizons representatives review claims processes for the Indiana PathWays for Aging program.   | Humana Healthy Horizons provider claims training overview       |
| Thursday, April 23,<br>11 a.m. – 11:30 a.m.  | <b>Indiana PathWays for Aging office hours</b><br>Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.  | Indiana PathWays for Aging office hours                         |
| Wednesday, April 29,<br>9 a.m. – 9:30 a.m.   | <b>Humana Healthy Horizons value-based care</b><br>Humana Healthy Horizons representatives review provider incentive programs.  | Humana Healthy Horizons value-based care                        |
| Tuesdays in May,<br>9 a.m. – 10 a.m.         | <b>Humana Healthy Horizons new provider orientation</b><br>This orientation familiarizes newly onboarded providers with an overview of essential resources and policies relevant to the success of the program.   | Humana Healthy Horizons new provider orientation                |
| Wednesday, May 6,<br>9 a.m. – 9:30 a.m.      | <b>Humana Healthy Horizons provider manual overview</b><br>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> | Humana Healthy Horizons provider manual overview                |

| Date and time                              | Topic/description   | Register (virtually)  |
|--|---|---|
| Wednesday, May 6,<br>11 a.m. – 11:30 a.m.  | <b>Indiana PathWays for Aging office hours</b><br>Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.  | Indiana PathWays for Aging office hours                         |
| Wednesday, May 13,<br>9 a.m. – 9:30 a.m.   | <b>Humana Healthy Horizons Availity Essentials office hours</b><br>Humana Healthy Horizons representatives are available to help with Availity Essentials inquiries.  | Humana Healthy Horizons Availity Essentials office hours        |
| Thursday, May 14,<br>10 a.m. – 11 a.m.     | <b>Humana Healthy Horizons hospice and nursing facility open house</b><br>Humana Healthy Horizons representatives are available for a discussion on current hospice and nursing facility issues.                | Humana Healthy Horizons hospice and nursing facility open house |
| Wednesday May 20,<br>9 a.m. – 9:30 a.m.    | <b>Humana Healthy Horizons grievances and appeals overview</b><br>Humana Healthy Horizons representatives review the grievances and appeals process for the Indiana PathWays for Aging program.                 | Humana Healthy Horizons grievances and appeals overview         |
| Wednesday, May 20,<br>11 a.m. – 11:30 a.m. | <b>Indiana PathWays for Aging office hours</b><br>Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.  | Indiana PathWays for Aging office hours                         |
| Wednesday May 27,<br>11 a.m. – 11:30 a.m.  | <b>Humana Healthy Horizons provider claims training overview</b><br>Humana Healthy Horizons representatives review claims processes for the Indiana PathWays for Aging program.                                 | Humana Healthy Horizons provider claims training overview       |
| Thursday, May 28,<br>9 a.m. – 9:30 a.m.    | <b>Humana Healthy Horizons value-based care</b><br>Humana Healthy Horizons representatives review provider incentive programs.  | Humana Healthy Horizons value-based care                        |
| Tuesdays in June,<br>9 a.m. – 10 a.m.      | <b>Humana Healthy Horizons new provider orientation</b><br>This orientation familiarizes newly onboarded providers with an overview of essential resources and policies relevant to the success of the program. | Humana Healthy Horizons new provider orientation                |

| Date and time                               | Topic/description  | Register (virtually)  |
|---|--|---|
| Wednesday, June 3,<br>9 a.m. – 9:30 a.m.    | <b>Humana Healthy Horizons provider manual overview</b><br>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> | Humana Healthy Horizons provider manual overview                |
| Wednesday, June 3,<br>11 a.m. – 11:30 a.m.  | <b>Indiana PathWays for Aging office hours</b><br>Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.   | Indiana PathWays for Aging office hours                         |
| Wednesday, June 10,<br>9 a.m. – 9:30 a.m.   | <b>Humana Healthy Horizons Availity Essentials office hours</b><br>Humana Healthy Horizons representatives are available to help with Availity Essentials inquiries.   | Humana Healthy Horizons Availity Essentials office hours        |
| Thursday, June 11,<br>10 a.m. – 11a.m.      | <b>Humana Healthy Horizons hospice and nursing facility open house</b><br>Humana Healthy Horizons representatives are available for a discussion on current hospice and nursing facility issues.   | Humana Healthy Horizons hospice and nursing facility open house |
| Wednesday, June 17,<br>9 a.m. – 9:30 a.m.   | <b>Humana Healthy Horizons grievances and appeals overview</b><br>Humana Healthy Horizons representatives review the grievances and appeals process for the Indiana PathWays for Aging program.  | Humana Healthy Horizons grievances and appeals overview         |
| Thursday, June 18,<br>11 a.m. – 11:30 a.m.  | <b>Indiana PathWays for Aging office hours</b><br>Humana Healthy Horizons representatives are available to help with all Indiana PathWays for Aging inquiries.   | Indiana PathWays for Aging office hours                         |
| Wednesday, June 24,<br>11 a.m. – 11:30 a.m. | <b>Humana Healthy Horizons provider claims training overview</b><br>Humana Healthy Horizons representatives review claims processes for the Indiana PathWays for Aging program.  | Humana Healthy Horizons provider claims training overview       |
| Thursday, June 25,<br>9 a.m. – 9:30 a.m.    | <b>Humana Healthy Horizons value-based care</b><br>Humana Healthy Horizons representatives review provider incentive programs  | Humana Healthy Horizons value-based care                        |