

## Care provider FAQs for Humana PathWays Dual Care plan

The Humana PathWays Dual Care (HMO-POS D-SNP) plan, effective Jan. 1, 2026, is a fully integrated plan for individuals eligible for both Medicare and Medicaid and eligible for PathWays. This initiative is structured to enhance health outcomes for members managing serious or chronic conditions, emphasizing a comprehensive strategy for care delivery and coordination for vulnerable populations.

**Q: When does this plan take effect?**

A: The plan started on Jan. 1, 2026.

**Q: Will long-term services and supports (LTSS) care providers need to change how they bill their claims?**

A: No.

**Q: Will LTSS care providers need to take any extra steps to participate in this new plan?**

A: No. LTSS providers participating in the Indiana PathWays for Aging Medicaid network through Humana will be able to serve membership that transfers to the Humana PathWays Dual Care plan.

**Q: What actions do LTSS care providers need to take to prepare for this plan?**

A: No action is needed at this time.

**Q: Do LTSS care providers need to become Medicare-enrolled care providers?**

A: No.

**Q: Where will I gain access to check a member's eligibility and benefits under Humana PathWays Dual Care?**

A: Please continue to use **Availity Essentials™** or the **Indiana Health Coverage Programs provider portal** to check member benefits.

**Q: Will my LTSS Provider Relations representative stay the same?**

A: Yes. Please continue to work with your designated representative.

**Q: Will the Humana PathWays Dual Care plan be replacing Indiana PathWays for Aging?**

A: No. Indiana PathWays for Aging will continue to be a stand-alone product for members not dually aligned with Humana Healthy Horizons® in Indiana and will work with the Humana PathWays Dual Care plan to support the integrated plan delivery.

**Q: Who can I contact if I have additional questions?**

A: Please email **INMedicaidProviderRelations@humana.com** or call Provider Services at 866-274-5888 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m., Eastern time.

