

Network Notification – Humana Healthy Horizons in Indiana

Notice date: May 14, 2025
To: Humana Healthy Horizons in Indiana provider network
From: Humana Healthy Horizons in Indiana
Subject: Temporary Emergency Financial Assistance payment reconciliation

As required under Senate Enrolled Act (SEA) 132 (2024), the Office of Medicaid Policy and Planning (OMPP) established a Temporary Emergency Financial Assistance program (TEFAP) for Indiana PathWays for Aging providers that experience a financial emergency as defined by law due to PathWays claim payment issues (see Indiana Health Coverage Programs Bulletin BT2024110).

SEA 132 allowed the OMPP to administer this program for 210 days after PathWays program initiation, with an end date of Jan. 31, 2025, as confirmed in Indiana Health Coverage Programs Bulletin BT202514.

On May 1, 2025, managed care entities (MCEs) began to reconcile payments made to healthcare providers through this program. PathWays providers who received funding under TEFAP will receive a letter of notification from each MCE that provided financial assistance, which includes detailed instructions for the reconciliation process. Each MCE will outline the steps of its recoupment process and letters will include:

- The total dollar amount owed to the applicable MCE
- An outline of repayment options, such a staggered recoupment process or an option for providers to repay in a lump sum to the MCE
- Applicable reconciliation dates

MCEs will continue to work with PathWays providers experiencing challenges with claims.

Please contact your designated Anthem, Humana or United Healthcare provider representative or send an email to one of the addresses below if you have questions.

- Anthem: INMLTSSProviderRelations@anthem.com
- Humana: INMedicaidProviderRelations@humana.com
- United Healthcare: IN_providerservices@uhc.com

Thank you for the care you provide your Humana Healthy Horizons® in Indiana-covered patients.