



Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging

[Date]

[Provider name]
[Provider address 1]
[Provider address 2]
[City, State ZIP code]

Subject: Indiana PathWays for Aging HCBS provider welcome letter

Dear [Addressee]:

This communication applies to the Indiana PathWays for Aging program from Anthem Blue Cross and Blue Shield (Anthem) in Indiana.

Welcome to the Indiana PathWays for Aging provider network at Anthem. Please review all of this information carefully. The provider information listed below will be reflected in the *Provider Directory*. Please review the provider listing and contact the LTSS Provider Relations team at INMLTSSProviderRelations@anthem.com to update any information. If all information is correct, you may begin filing claims for the provider(s) listed.

Provider listing

Provider name: <Provider name>
Tax ID: <TIN>
Waiver service: Indiana Health Coverage Programs (IHCP) provider LPI #: <LPI #>

Please include your IHCP provider ID number (LPI) and tax identification number (TIN) on all claims and correspondence. To access the *Indiana PathWays for Aging Provider Manual*, go to: <https://providers.anthem.com/in> > Resources > Provider manuals and guides.

Your network effective date with the Indiana PathWays for Aging program is <Date>. You are now fully enrolled and may render services to members.

Providers must be fully enrolled and effective as an IHCP provider prior to becoming effective with Anthem.

Your effective date was assigned following the Indiana Medicaid network effective date policy. The effective date policy is as follows and can be found on our website.

Effective date policy

Providers will be effective with Anthem the first of the month following the receipt of a complete network participation request:

<https://providers.anthem.com/in>

Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies, Inc., independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

- The effective date will be no sooner than the IHCP effective date.
- A brand-new provider that is not part of an existing contract with Anthem will be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date Anthem receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.
- A provider that is being added to an existing contract will also be effective on the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date Anthem receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.
- To be able to render services, the contract or contract amendment must still be executed by both parties.

We encourage you to visit our website at <https://providers.anthem.com/in> for provider resource materials and regular updates found in the *Provider News* section. Our website includes a wide variety of helpful resources that include, but are not limited to:

- LTSS provider orientation
- *LTSS Provider Manual*
- QRGs/FAQs
- Online provider directory
- Plans and benefits
- *Member Rights and Responsibilities*
- Health and wellness materials
- Billing/claims information
- Electronic data interchange
- Quick links to provider maintenance and adjustment forms
- Access to provider training
- Electronic funds transfer for electronic deposits to your financial institution
- *Provider News*, our platform for all monthly provider newsletters and bulletins

The Medicaid Training Academy is a section of the provider website devoted to the education of providers and their staff. The Training Academy offers resources that help providers do what they do best, caring for our members. To locate the Training Academy, go to the provider website at <https://providers.anthem.com/in>. Once there, select the **Training Academy** link.

If you would like to request a hard copy of any of the website resources above, please contact Provider Services at **833-310-3775** or email the LTSS Provider Relations team at INMLTSSProviderRelations@anthem.com.

Someone from the LTSS Provider Relations team will be reaching out soon to schedule your onboarding orientation provider training. If you need to contact us for any reason, please contact [staff name/contact information].

Sincerely,

[Staff Name]

[Provider Contract Specialist]

Anthem Blue Cross and Blue Shield