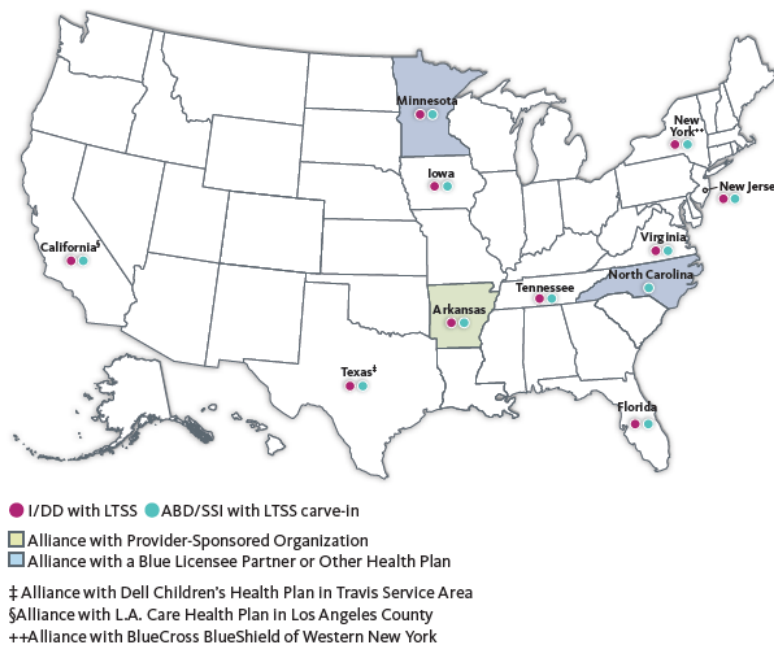


Support starts with caring

Managed long-term services and supports

Anthem Blue Cross and Blue Shield (Anthem) has served Hoosiers for over 78 years, and we hope to expand that service to individuals receiving long-term services and supports (LTSS) as the state moves to managed care for this population.

With a person-centered approach already embedded into our everyday culture, we will enhance our strategies and services to serve the LTSS population. We will make understanding and supporting a person’s goals for how they want to live the center of everything we do, and our approach will be informed by the best practices and 24 years experience of our 11 affiliated health plans that serve over 387,000 individuals receiving LTSS.



A person-centered approach is embedded in our organizational culture

Elevance Health, our parent company, formed a relationship with The Learning Community for Person Centered Practice in 2017 to guide the approach of its Medicaid organization and ensure it is informed by individuals using services and their families. As of 2022, across its affiliated plans, there were 20 certified Person Centered Thinking[®] (PCT) trainers and two certified PCT mentors who provide training and ongoing coaching support throughout the Medicaid organization.

Through ongoing technical assistance from leaders in the PCT community, we continually evaluate culture to ensure the person-centered approach is honored throughout the organization. We operate

<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 and 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 and Hoosier Care Connect 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.
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under the foundational concepts that our role is to support access to services in a way that promotes choice and control for each individual.

Achieving quality standards

As a testament to Anthem's high quality, person-centered LTSS, all eligible LTSS health plans have received or are in pursuit of NCQA LTSS Distinctions accreditation.

The National Committee for Quality Assurance (NCQA) is a recognized leader dedicated to improving healthcare and setting standards for quality care. NCQA's LTSS Distinction program evaluates qualifying organizations that manage LTSS to ensure they meet certain evidence-based standards.

- Our Tennessee affiliated health plan is proud to be an Early Distinction Adopter and is accredited with LTSS Distinction.
- Our New Jersey, Texas, Florida, and Virginia affiliated health plans are pleased to have obtained their LTSS Distinction.
- Anthem is committed to pursuing LTSS Distinction in all eligible affiliated health plans.



Joining our network is easy!

Getting started

- Anthem's Contracting team will contact providers to begin the application process upon state approval.
- You will have an assigned contact to assist with any questions and to collect supporting documentation until your application is complete and submitted.

Provider application:

- Gathers essential information to ensure a smooth onboarding process.
- Will be processed within 30 calendar days of receipt.

Resources:

- Indiana Pathways for Aging provider application helpline:
 - Phone: **833-310-3775**
 - Email: INMLTSSProviderRelations@anthem.com

Application and contracting support:

- Anthem will reach out to the provider via phone and email to begin the application process, upon state approval.
- The provider will provide all application essentials to complete Anthem's application process.
- Anthem will process all applications within 30 calendar days of receipt of a complete application and signed contract.
- Anthem will be notified upon receipt of the application and/or signed contract and will reach out to the provider directly to review and confirm documents received.
- If a provider has questions about the application or if they would like to initiate the application process, they can contact Anthem using provider application helpline mentioned under the Resources section.

Application essentials:

- A copy of certification documents verifying that the provider is approved/certified through the Division of Aging and Indiana Medicaid
- Provider's primary email address and signatory name (if we do not already have this on file)
- Copy of Secretary of State letter authorizing provider to do business in the State of Indiana
- Copy of current *Certificate of Insurance (COI)*
- Copy of current *W-9* form

Workforce development

Anthem recognizes the vital role that the direct service workforce plays in supporting Hoosier's independence and well-being, and we are committed to partnering with providers to support workforce development efforts.

Anthem's LTSS Provider Relations team includes dedicated roles to support the workforce. These roles are designed to offer tailored support for LTSS providers, applying best practices in recruitment, retention, and training:

- **Workforce development administrator and provider capacity specialist:** The roles will work with the providers, state partners, and the other managed care entities to implement and support statewide workforce development initiatives and activities. These roles are dedicated to collaborating with providers to assess their workforce barriers and supporting them in the development of plans related to recruitment, retention, and recognition.
- **LTSS provider training specialist:** This role will assist providers with developing comprehensive training and communication plans that align with priorities such recruiting and retaining staff.
- **LTSS value-based payments program lead:** This role will work with providers to ensure quality care while identifying and rewarding the best performing providers through various incentives and value-based programs.