

### New D-SNP plans available for Indiana PathWays for Aging

**As of Jan. 1, 2026**, Optum Behavioral Health, in conjunction with UnitedHealthcare Community Plan of Indiana, offers two new fully integrated Dual Special Needs Plans (D-SNP) in your area – UnitedHealthcare (UHC) PathWays Dual Care IN-S3 (PPO D-SNP) and UHC PathWays Dual Care IN-S1 (PPO D-SNP).

UnitedHealthcare anticipates a D-SNP population of approximately 50,000 members including approximately 9,500 plan changes. Eligible members will automatically transition from their current plans after Dec. 31, 2025. Services you provide to these members are billable under your existing Optum Medicare and Indiana PathWays for Aging Participation Agreements (contracts).

### Prior authorization and notification



#### Transition of care

All active prior authorizations will be maintained for 90 days after automatic transition to the new plans. After 90 days, a new prior authorization request will be required.

#### Verify if prior authorization is needed

Most outpatient behavioral health services do **not** require prior authorization. You can find out if prior authorization is required in 3 ways:

1. **Review** the Indiana Pathways for Aging [prior authorization list](#).
2. Go to [ProviderExpress.com](#) and **select Log In** (upper right corner) to access the Provider Express secure portal.
  - Sign into the portal using your One Healthcare ID and password.
    - Don't have one? **Choose Create One Healthcare ID** on the login page and follow the steps.
  - From the menu at the top of the page, select **Eligibility & Benefits**.
  - Select either Member ID Search or Name/DOB Search to review benefit information.
3. Call either the number on the back of the member card or **1-877-610-9785**.

#### Request prior authorization

There are multiple ways to submit a prior authorization request — electronically through the Provider Express secure portal, fax or phone.

1. Submit through the Provider Express secure portal
  - Go to [ProviderExpress.com](#) and **select Log In** (upper right corner) to access the Provider Express secure portal.
  - From the menu at the top of the page, select **Auths**, then **Auth Requests** from the drop-down menu.

- You can then create a request in one of two ways:
  - Select **Request** to create a new authorization. Select the **specific service from the menu** and follow the prompts to provide the required information.
  - You can also select **View my Census** and search for the member by Member ID or by Name and Date of Birth.
  - Select the Member and continue to enter your request details.

2. Complete the [Universal Prior Authorization Form](#) and fax it to 844-897-6514.

3. Call the number on the back of the member ID card.

### Check prior authorization status

There are 2 ways to check the status of your request:

1. Check the Provider Express secure portal.
  - a. Go to [ProviderExpress.com](#) and **select Log In** (upper right corner) to access the Provider Express secure portal.
  - Select **Auth Inquiry**, the search by either Member ID, Name/DOB or Authorization #.
2. Call either the number on the back of the member ID card or **877-610-9785**.

## Member eligibility



### Member ID cards

Members will receive a new ID card that will display the Optum, PathWays and UCard logos. An example of the card is below:



#### MEMBER A SAMPLE

Member ID 123456789 PathWays ID 123456789012345  
 UHC PathWays Dual Care IN-S3 (PPO D-SNP)  
 With Dental  
 Group Number: INDSNP H2385-004-000 Payer ID: 87726

RxBIN 610097 RxPCN 9999 RxGRP MPDCSP



MedicareRx  
 Prescription Drug Coverage

*This member ID card example is for illustration only. Actual information may vary.*

Qualifying members should continue to use their current plan ID cards until **Dec. 31, 2025**. Members should use the new PathWays Dual Care Plan ID cards beginning **Jan. 1, 2026**.

## Additional resources



- **DSNP Resources for Behavioral Health providers:** Review this UnitedHealthcare resource for more information on the [Indiana UnitedHealthcare Dual Complete® Special Needs Plans](#).
- **Claim tips:** See the [Claims and Payments | UnitedHealthcare Community Plan of Indiana | UHCprovider.com](#) for additional program and claim information.

## Questions?



For additional questions, please contact your Optum Behavioral Health Advocate at [ohbs.centralregion@optum.com](mailto:ohbs.centralregion@optum.com).