



# IN Community Resource Guide

This guide is intended to help you find different resources within your community to help support your clients and caregivers..



# Provider Networks & Rewards

If your client has a manage care plan this is how they would find their provider\*

For internal use only.



Payer	Service	Services & Requirements	Additional Information
Humana	Access the provider finder - <a href="#">Humana Provider Finder</a>	- Go365 for Humana Healthy Horizons® - This link can help you find healthcare providers within the network, such as Hospitals, Specialists, Medical Supply Companies. - Will need Member ID	<ul style="list-style-type: none"> <li>- Download the Go365 app for gift cards or other merchandise. Rewards are redeemed for gift cards, not cash.</li> <li>- Member Services: 866-274-5888</li> <li>- 24/7 Nurse Line: 800-449-9039</li> <li>- Changing PCP: Clients must contact Member Services for assistance if their Primary Care Provider leaves or moves.</li> </ul>
Elevance - IN Pathways	Provider Directory - <a href="#">Anthem Medicaid Provider Directory</a>	- Rewards for Preventative Care: Register via the link below - Medicaid must be primary insurance - Healthy Rewards may only be used at participating retailers like Amazon, TJ Maxx, Doordash - Alcohol, tobacco, firearms, and prescriptions are prohibited	<ul style="list-style-type: none"> <li>- <a href="#">Healthy Rewards</a></li> <li>- Member Services: 833-412-4405</li> <li>- 24/7 Nurse Line and After Hours Provider Line: Call 833-412-4405</li> </ul>
United - IN Pathways	Provider Directory - <a href="#">UnitedHealthcare Provider Directory</a>	- Free rewards; contact Member Services for benefits. - Clients can video chat with providers via the UHC doctor chat when their primary provider is unavailable.	<ul style="list-style-type: none"> <li>- Member Services: 1-800-832-4643</li> <li>- 24/7 Nurse Line: 1-866-801-4407</li> <li>- <a href="#">Provider Chat</a></li> </ul>

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Food Insecurity

## St. Vincent De Paul Society of St. Joseph County

**Services:** Provides food assistance and home delivery if volunteers are available.

**Eligibility:** Anyone in need.

**Location:** Elkhart County, IN and St. Joseph County, IN.

**Contact:** Call 574-234-6000, option 1, between 10:00 a.m. and 2:00 p.m., Monday through Friday.

**Website:** [St. Vincent de Paul Society of St. Joseph County](#)

## Meals on Wheels by REAL Services, Inc.

**Services:** Delivers nutritious meals and wellness checks.

**Eligibility:** People older than 59 years old.

**Location:** Elkhart County, IN and St. Joseph County, IN.

**Website:** [Meals and Nutrition - REAL Services](#)

## Food Bank of Northern Indiana - Senior Bag Program

**Services:** Supplemental food assistance for seniors to avoid tough food choices.

**Eligibility:** Proof of residency required.

**Location:** St. Joseph, Elkhart, Marshall, Kosciusko, LaPorte, and Starke Counties.

**Website:** [Food Bank of Northern Indiana](#)

## Mobile Food Pantry Program

**Services:** Offers fresh, perishable items like produce, grains, dairy, and proteins.

**Eligibility:** Proof of residency required.

**Location:** Same counties as the Senior Bag Program.

**Website:** [Food Bank of Northern Indiana](#)

## Food 4 Kids Backpack Program

**Services:** Provides weekend and holiday food for K-6 students.

**Eligibility:** Available to students in schools with high free/reduced lunch eligibility.

**Location:** St. Joseph, Elkhart, Marshall, Kosciusko, LaPorte, and Starke Counties.

**Website:** [Food Bank of Northern Indiana](#)

## Brookside Community Church

**Services:** Emergency food assistance; recipients must volunteer to receive food.

**Eligibility:** Adults 18+ in need.

**Location:** Indianapolis, IN.

**Website:** [Brookside Community Church](#)

### Southeast Community Services, Inc.

**Services:** Food pantry for Indianapolis residents.

**Eligibility:** Must reside in Indianapolis.

**Website:** [Southeast Community Services](#)

### Indiana Youth Group

**Services:** Provides food, hygiene products, clothing, access to showers, and laundry.

**Eligibility:** People aged 12 to 20.

**Contact:** Call 317-541-8726 for more information.

### Meals on Wheels of Central Indiana

**Services:** Delivers medically-tailored meals.

**Cost:** Initial \$80 fee, \$7.50 per day for 2 meals (financial assistance available).

**Eligibility:** Homebound individuals.

**Website:** [Meals on Wheels of Central Indiana](#)

### Gleaners Food Bank

**Services:** Free home delivery of food for Marion County residents without transportation.

**Eligibility:** Must lack reliable transportation and live in Marion County, IN.

**Website:** [Gleaners Food Bank](#)

### National Ovarian Cancer Coalition

**Services:** Provides meals to women in active treatment for ovarian cancer.

**Location:** Available in multiple states, including Indiana.

**Website:** [National Ovarian Cancer Coalition](#)

### Westminster Neighborhood Services

**Services:** Food pantry and soup kitchen, with special Senior Shopping Day for residents 55+.

**Eligibility:** Must live within specific Indianapolis boundaries.

**Location:** Marion County, IN.

**Website:** [Westminster Neighborhood Services](#)

### First Free Methodist Church

**Services:** Provides a food pantry.

**Eligibility:** Open to anyone.

**Location:** Indianapolis, IN.

**Website:** [First Church Ministries](#)

### Irvington United Methodist Church

**Services:** Food pantry.

**Eligibility:** Open to anyone.

**Location:** Indianapolis, IN.

**Website:** [Irvington United Methodist Church](#)



Food Insecurity

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**Location:** Indianapolis, IN.

**Website:** [First Church Ministries](#)

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**Services:** Food pantry.

**Eligibility:** Open to anyone.

**Location:** Indianapolis, IN.

**Website:** [Irvington United Methodist Church](#)



Food Insecurity



## Metro Baptist Church

**Services:** Free food and clothing, along with Biblical counsel and prayer.

**Eligibility:** Open to anyone.

**Location:** Indianapolis, IN.

**Website:** [Metro Baptist Church](#)

## Eastern Star Church CARE Center

**Services:** Provides food assistance to households experiencing food insecurity.

**Eligibility:** Open to anyone.

**Location:** Indianapolis, IN.

**Website:** [Eastern Star Church CARE Center](#)

## Masjid Al Mumineen

**Services:** Food pantry with interpretation services available.

**Eligibility:** Open to anyone.

**Location:** Indianapolis, IN.

**Languages:** Arabic, English, Spanish.

## The Life Center

**Services:** Provides food assistance.

**Eligibility:** Open to anyone.

**Location:** Terre Haute, IN.

**Website:** [The Life Center](#)

## Double Up Indiana

**Services:** Matches SNAP/EBT purchases with \$1 for \$1 on fruits and vegetables.

**Eligibility:** Must have an active SNAP/EBT card.

**Location:** Multiple counties in Indiana.

**Website:** [Double Up Indiana](#)

## Community Health Network Oncology Patient Assistance Fund

**Services:** Financial assistance for patients undergoing cancer treatment.

**Eligibility:** Call for eligibility.

**Location:** Marion County, IN.

**Website:** [Community Health Network](#)

## Mama from Seven

**Services:** Provides food to those in need.

**Eligibility:** Open to anyone.

**Location:** Terre Haute, IN.

**Website:** [St. Stephen's Episcopal Church](#)

## Chef for Hire

**Services:** Delivers meals to homebound individuals.

**Eligibility:** Must have Medicaid Waiver.

**Location:** Indiana.

**Website:** [Chef for Hire](#)



Food Insecurity

## Indiana Housing Now

**Services Provided:** Rental assistance, housing assistance, and shelters

**Eligibility Requirements:** Available to anyone

**Areas Served:** Statewide (IN)

[Indiana Housing Now](#)

## Housing 4 Hoosiers

**Services Provided:** Rental assistance, mobile homes

**Eligibility Requirements:** N/A

**Areas Served:** Statewide (IN)

[Housing 4 Hoosiers](#)

## Indianapolis Housing Agency

**Services Provided:** Housing vouchers, rental assistance

**Eligibility Requirements:** Not specified

**Areas Served:** Indianapolis

[Indianapolis Housing Agency](#)

## Low Income Housing Coalition (IN)

**Services Provided:** Housing assistance

**Eligibility Requirements:** Low-income families

**Areas Served:** Statewide (IN)

[Low Income Housing Coalition](#)

## Partners in Housing

**Services Provided:** Rental/housing assistance

**Eligibility Requirements:** Available to anyone

**Areas Served:** Indianapolis

[Partners in Housing](#)

## IHCDA (Indiana Housing and Community Development Authority)

**Services Provided:** Rental/housing assistance

**Eligibility Requirements:** Available to anyone

**Areas Served:** Statewide (IN)

[IHCDA](#)



Housing



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## Senior Mobility

**Services Provided:** Free transportation for seniors

**Eligibility Requirements:** Available to all

**Areas Served:** Indianapolis, Muncie, Anderson, New Castle

[Senior Mobility](#)

## GoGo Grandparent

**Services Provided:** Transportation to doctor's appointments

**Eligibility Requirements:** Available to all

**Areas Served:** Statewide (IN)

[GoGo Grandparent](#)

## CICOA

**Services Provided:** Medical transportation

**Eligibility Requirements:** Seniors and people with disabilities

**Areas Served:** Indianapolis, IN

[CICOA](#)

## United Way

**Services Provided:** Medical transportation

**Eligibility Requirements:** Available to all

**Areas Served:** Anderson, IN

[United Way](#)

## Care

**Services Provided:** Senior citizen, low-income transportation services

**Eligibility Requirements:** Available to 65+

**Areas Served:** Statewide (IN)

[Care](#)

## InCare Trans

**Services Provided:** Medical transportation

**Eligibility Requirements:** Available to all in need

**Areas Served:** Indianapolis

[InCare Trans](#)



General Transportation

## Uber Health

**Services Provided:** Medical transportation through Uber

**Eligibility Requirements:** Available to all in need

**Areas Served:** Indianapolis

[🔗 Uber Health](#)

## Sycamore

**Services Provided:** General and medical transportation services

**Eligibility Requirements:** Available to all in need

**Areas Served:** Statewide (IN)

[🔗 Sycamore](#)

## Blue River Transportation Services

**Services Provided:** Transportation

**Eligibility Requirements:** Available to all in need

**Areas Served:** Select Areas (Crawford, Harrison, Washington, Floyd)


[🔗 Blue River Transportation Services](#)



General Transportation


## Humana

**24-Hour Behavioral Health Crisis Line:** Call 988 or 855-254-1758 (Member Services) for 24/7 support. A behavioral health professional will guide clients to appropriate help based on the reported crisis.

- **Member Services: 855-254-1758** for accessing additional services.
- **More info:**  [docushare-app \(humana.com\)\\_page 30](#)

## Elevance - IN Pathways

**24-Hour Crisis Line:** For mental health crises, call the National Suicide & Crisis Lifeline at 988 or 844-721-1304 for immediate assistance.


- **Covered Services:** Contact Member Services at 844-721-1304.
-  [Member Handbook: Indiana Pathways for Aging \(Pages 39-42\)](#)

## United - IN Pathways

**Behavioral Health Help Line:** Call 1-855-780-5955 for immediate support.

**Crisis Text Line:** Free, 24/7 text support for anxiety, depression, or school-related issues. Text HOME to 741741.

**KEY Warmline:** Non-crisis talk line for members with mental health challenges. Call 1-800-933-5397 (8:00 a.m. – 4:30 p.m. ET, Monday to Friday).


- **Covered Services: Contact Member Services at 855-780-5955.**
-  [More info: IN Medicaid Handbook \(Page 53\)](#)






## Humana

Prescriptions can be filled at any pharmacy that accepts Humana Healthy Horizons in Indiana.

- Find a Pharmacy service at [Humana.com/FindaPharmacy](https://www.humana.com/FindaPharmacy) to find an in-network pharmacy near you. Client needs to bring member ID card to the pharmacy.
-  [docushare-app \(humana.com\) page 33](#)
- **Specialty Prescriptions** may need to be filled at [CenterWell Pharmacy](#). These prescriptions will be sent to clients' homes or provider offices depending on the needs of the client.

## Elevance - IN Pathways


Clients can find Anthem pharmacies in the Provider Directory or by calling Member Services at 833-412-4405.

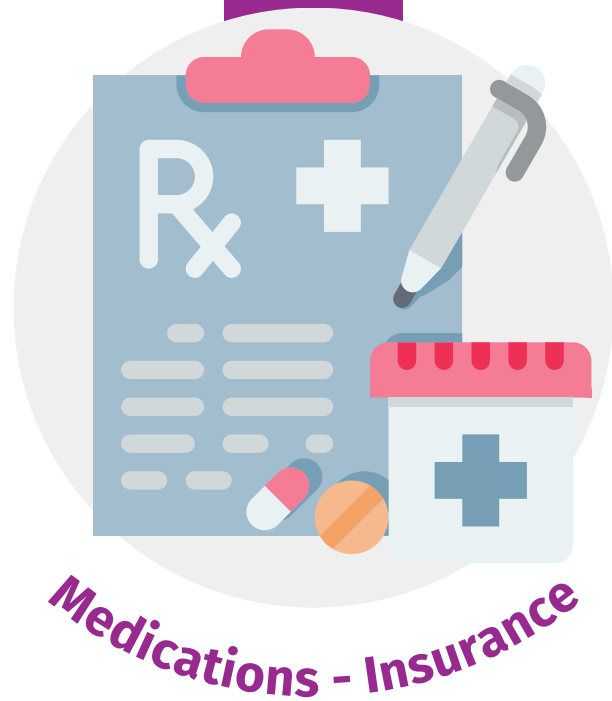
-  [Member Handbook: Indiana Pathways for Aging \(Page 38\)](#)

## United - IN Pathways

**90-Day Supply Benefit:** Clients can fill a 90-day supply of select maintenance medication at the retail pharmacy. For a complete list of medications included in this benefit, call Member Services.

**Medication Therapy Management:** To help clients improve the way they take their medicines, we may enroll you in our Medication Therapy Management program. A pharmacist may contact you to discuss better use of your medications or to manage any health issues. If you would like to be part of this program, contact Member Services for assistance.

- **Additional Benefits: Medication lock box.**
-  [IN-Medicaid-Handbook-EN.pdf \(Page 50\)](#)
- **Member Services: 833-412-4405**



## Medicaid Only

**Home-Delivered Meals:** 14 refrigerated meals following discharge from an inpatient or residential facility, limited to 4 discharges per year. Non-waiver members must reside in a home and/or community-based setting.

-  [docushare-app \(Humana\) \(Page 24\)](#)

## Humana

**Home and Community Based Services for HCBS**

**Waiver Members:** Home-delivered meals. Call Member Services at 866-274-5888 to get help accessing these services.

-  [docushare-app \(Humana\) \(Page 21\)](#)

**Non-Medical Transportation:** Up to 12 round trips (or 24 one-way trips) up to 30 miles per year to locations like social support groups, wellness classes, WIC and SNAP appointments, and food banks.

-  [docushare-app \(Humana\) \(Page 23\)](#)

## Elevance - IN Pathways

**Fresh Food Connect:** Choice of home-delivered meals, farm fresh produce boxes, or a yearly membership for online grocery delivery. Contact Member Services at 833-412-4405.

-  [Member Handbook: Indiana Pathways for Aging \(Page 29\)](#)

**Post-Discharge Meals:** Medically-tailored meals delivered to your home after returning from an inpatient hospital or nursing home stay. Contact Member Services at 833-412-4405.

## United - IN Pathways

**Moms Meals:** To access this service, call Member Services at 1-800-832-4643 or visit [UHCHealthierLives.com](https://UHCHealthierLives.com).

-  [IN-Medicaid Handbook \(Page 6\)](#)

**Unlimited Transportation:** Free transportation to food pantries and Medicaid eligibility appointments. If you need a ride and cannot schedule three or more days ahead, call 1-800-832-4643 for assistance.

-  [IN-Medicaid Handbook \(Page 30\)](#)



## Humana

**Benefit:** Housing Costs Assistance - up to \$500 per member per year

**Details:** Provides housing cost support.

**Link:** [🔗 Housing Costs Benefit - docushare-app \(humana.com\)](#) (See page 23)

**Benefit:** Non-Emergent Medical Transportation

**Details:** Offers up to 12 round trips (or 24 one-way trips) up to 30 miles annually for nonmedical transportation. This includes trips to locations such as:

- Social support groups
- Wellness classes
- WIC and SNAP appointments
- Food banks
- Community centers, parks, recreation areas, and churches

## Elevance - IN Pathways

**Benefit:** Personal Care Items Support

**Details:** Funds available for personal care items. Clients with Complex Case Management Benefits can also receive housing support.

**Contact:** Call Member Services at 866-902-1690.

**Additional Benefits:** Contact Member Services to access further support.

- **Contact:** 866-902-1690
- **Link:** [🔗 Member Handbook - Indiana PathWays for Aging \(anthem.com\)](#) (See page 34)

## United - IN Pathways

**Benefit:** Free Smartphone

**Details:** Includes unlimited talk, text, and data.

Clients will need to provide their Medicaid number.

- **Contact:** Member Services at 1-800-832-4643.
- **Link:** [🔗 Apply for a Free Smartphone](#)
- **Benefit:** Low-Cost Internet
- **Details:** Additional benefits are available by contacting Member Services.





## Humana

**Service:** ModivCare – Medicare

**Contact:**

- Call 866-588-5122 to schedule a ride.
- For existing rides, call 866-588-5123.
- Schedule at least 2 days in advance.

**Link:** [ModivCare – docushare-app \(humana.com\)](#)

(See page 19)

**Service:** LCP – Medicaid

**Contact:** Call 317-291-9318 for scheduling and existing rides (Available 24/7).

**Requirements for Both Companies:**

- Wait at the curbside pick-up and drop-off site. Drivers will only wait for 30 minutes. If they leave, no ride will be available.
- Medicaid Only:
  - Must cancel the ride at least two hours before the pick-up time.
  - After care, you or the medical office can call for the return trip home. If stopping at a pharmacy, inform the driver when scheduling.

## Elevance - IN Pathways

**Service:** WellTrans

**Contact:**

- Call 844-772-6632 to schedule a ride.
- Book online: [WellTrans Passenger Portal](#).
- Calls for routine reservations are accepted Monday through Friday, 8 a.m. to 8 p.m. EST.

**Link:** [Member Handbook - Indiana PathWays for Aging \(anthem.com\)](#) (See page 36)

**Requirements:**

- Book a minimum of 2 days in advance.
- Provide your member ID number or date of birth, appointment date, and if you need assistance (e.g., wheelchair).
- Wait at the curbside pick-up and drop-off site (drivers wait only 15 minutes).
- After your care, the medical office can call for the return trip home. Inform the driver if a stop at a pharmacy is needed.
- Cancel the ride at least two hours before the pick-up time.
- Contact Member Services for additional transportation assistance services.



## United - IN Pathways

**Service:** LCP

**Contact:**

- Schedule a ride by calling 1-800-832-4643.
- To cancel a ride, call 1-800-832-4643.
- **Link:** [United IN-Medicaid Handbook \(uhc.com\)](#)  
(See page 31)

**Additional Transportation Services:**

- Bus passes or mileage reimbursement for friends/family may be available. Call Member Services for details.

**Requirements:**

- Have your Medicaid card ready when calling.
- Schedule rides at least 3 days in advance.
- Provide the health care provider's address, appointment date, and time.
- Notify if a wheelchair is needed.
- After the visit, call for a return ride home. Return trips can stop to pick up a prescription.

