

PROVIDER CONTRACTING FREQUENTLY ASKED QUESTIONS AND ANSWERS

Question	Answer
What happens after submitting an initial contracting request?	myNEXUS will review your contracting request and may reach out for additional information as required. A myNEXUS Network Development and Contracting representative will reach out within 10 business days regarding the status of your application. Pending your eligibility, credentials, network needs, and federal/state regulations, you may be contacted to initiate a participation agreement.
What happens if my initial contract request was accepted?	A myNEXUS representative will reach out to the Primary Contracting Contact (as listed on the Agency Information Form) with the appropriate Provider Participation Agreement and a checklist for executing that Agreement. You will have an opportunity to review the Agreement prior to signing, which will be done through a third party secure online E-Signature platform.
What if I have questions about the Participating Provider Agreement or Fee Schedule (Not already contracted)?	For any questions regarding the Participating Provider Agreement, please contact myNEXUS Network Development at contracting@mynexuscare.com and one of our Contract Managers will reach out regarding your inquiry.
What are your Credentialing requirements?	<p>The myNEXUS Credentialing and Recredentialing processes are industry-standard, systematic approaches to collecting and verifying applicant information and qualifications. Our standards are fully compliant with the National Committee for Quality Assurance (NCQA) requirements, including but not limited to relevant training, licensure, certification and/or registration. myNEXUS requires all Ancillary Health Care Providers (Home Health and DME) to pass the credentialing standards for acceptance into the Provider network. Providers must be recredentialled every three (3) years.</p> <p>Credentialing and network contracting are separate processes but may be concurrent. Credentialing Applications will be distributed with the Provider Agreement and should be completed with proper documentation and sent per the application instructions. myNEXUS will notify you of any information errors in the Credentialing application. It will be your responsibility to work directly with the reporting entity to correct the information.</p>
My final Provider contract and credentialing application were accepted. What are the next steps?	Upon completion of the Credentialing and Contracting processes and acceptance into the network, myNEXUS will deliver a counter-signed Participating Provider Agreement with the effective date and Provider Welcome/Orientation Materials. At this point, you will also have access to myNEXUS' proprietary provider portal and will be eligible for participation in regularly scheduled Provider Orientation sessions.
How will my current Health Plan Agreements be affected?	Upon executing an Agreement with myNEXUS, contact myNEXUS Provider Relations at provider_network@mynexuscare.com to determine which Agreement (myNEXUS or Health Plan) is active for future Member Services. Final Agreement is contingent on multiple factors including but not limited to: Market, Health Plan, and Product.
What if my request for contracting was denied?	If your contracting request was denied, you may reapply in the future. For more information regarding the denied application, you may contact a Network Development and Contracting representative at contracting@mynexuscare.com .
What if I am already a Participating Provider and have questions?	If you are already an existing myNEXUS Participating Provider and you have questions about or want to amend your existing Agreement, please contact our Contracting Department at contracting@mynexuscare.com .