

FREQUENTLY ASKED QUESTIONS

HEALTH CARE PROVIDERS

Who is myNEXUS?

myNEXUS is a URAC certified, technology-driven care company combining intelligent technology with personalized and compassionate care. myNEXUS provides delegated benefit management services for Home Based Care, including Utilization Management and Claims Payment services.

myNEXUS partners with insurance companies and home-based healthcare providers to expertly deliver cost effective services that reduce risks, promote independence, and improve quality of life for members and families.

What Utilization Management services does myNEXUS provide?

myNEXUS integrates industry best practice, participating Health Plan, and proprietary medical policies with clinical utilization management guidelines to deliver the most effective patient care.

As a delegated Utilization Management entity, myNEXUS provides Clinical review of requested services, prior authorization, and care coordination for all home health needs including, but not limited to, the following:

- Skilled Nursing
- High Tech Nursing
- Home Health Aide
- Therapies (PT, OT, ST)
- Wound Care
- Behavioral Health
- Medical Social Worker
- Durable Medical Equipment
- Home Infusion Services

Provider Relations:

provider_network@mynexuscare.com

Network Contracting:

contracting@mynexuscare.com

How does myNEXUS deliver benefit management services to its Provider network?

Participating Providers enjoy a number of network benefits:

- Expanded access to members insured through multiple health plans
- Easier contracting as one contract delivers access to all eligible health plans
- Single point of entry for local Provider Relations
- Centralized revenue cycle including intake, billing, and payment

Network Providers will send all Authorization Requests and Claims for Payment to myNEXUS, who will collaborate services among Providers, Members, and Insurers.

Do I need to be contracted to provide home-based services to Health Plan members?

For some of our participating Health Plans, Providers must be contracted with myNEXUS to provide Home-Based services. For those Health Plans, if you are not currently contracted with myNEXUS, you must execute a Participating Provider Agreement and submit a credentialing application to join the network. To determine which Health Plan Membership is covered under the myNEXUS Network Participation, contact myNEXUS Provider Relations.

Where is myNEXUS?

From our corporate offices in Brentwood, TN and from our many national employee offices, myNEXUS serves patients across the country.

If you are interested in becoming a part of our national myNEXUS provider network, please visit www.mynexuscare.com or email Network Contracting for more information.

