

myNEXUS Network Contracting FAQ

We have received notice from Empire that we are to get prior authorizations for our home health care services for Empire Medicare Advantage (MA) Plans from myNEXUS. Would you please explain the relationship between myNEXUS and Empire and how it affects the reimbursement from Empire under our contract?

Empire has entered into a delegated agreement with myNEXUS for our Medicare Advantage Individual members. myNEXUS began prior authorization of Medicare Advantage Individual members in specific markets. Empire will process claims based on authorization approval, the current Empire agreement and rates in place today.

myNEXUS has asked us to submit an application for our Home Health Agencies to join the myNEXUS provider network. Does this add another contract layer between us and Empire? Does it change the payment schedule we have in our direct contract with Empire?

myNEXUS is currently developing a network of participating Home Health Agencies to support Empire delegating claims payment to myNEXUS for our Medicare Advantage Individual members in the first half of 2017. At that time, myNEXUS will become a fully delegated network for Medicare Advantage Individual Home Health members. Payment then will be based on the authorization approval, the myNEXUS Agreement and agreed upon rates between the Home Health Agency and myNEXUS.

Once a Home Health Agency enters into a network agreement with myNEXUS, what will the impact be to the Empire agreement?

Your agreement with Empire will stay in place and be the primary agreement for all lines of business that are not delegated to myNEXUS. The terms and conditions of your Empire agreement will be intact.

**Empire will be reaching out to you if your current agreement requires additional language to support delegation of Medicare Advantage Individual to myNEXUS.*

What happens if I do not sign an agreement with myNEXUS?

In the first half of 2017, Empire is delegating their provider network for home health services to myNEXUS. At the time of state-by-state delegation, Home Health Agencies not directly contracted with myNEXUS will be considered Out-Of-Network. Empire Medicare Advantage Individual members for whom myNEXUS will be providing network delegation services will be directed to an in-network home health care agency.

What are the myNEXUS Credentialing requirements?

The myNEXUS Credentialing and Recredentialing processes are in accordance with industry-standards and use systematic approaches to collecting and verifying applicant information and qualifications. myNEXUS standards are fully compliant with CMS original Medicare requirements, 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 myNEXUS provider network. Providers must be recredentialled every three (3) years. We require Home Health Agencies to be enrolled and meet the CMS requirements under Medicare.

Credentialing and network contracting are separate processes but may occur at the same time. 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 if additional information in the Credentialing application is needed. It will be your responsibility to work directly with myNEXUS to submit the required credentialing information.

Where can I learn more about joining the myNEXUS network?



An Anthem Company

To learn more about how to become a contracted provider with myNEXUS, please contact myNEXUS using one of the options below:

- Visit Contracting Homepage at: <https://www.mynexuscare.com/contracting/>
- Email Contracting at: contracting@mynexuscare.com

If I run into a problem, where do I go for help?

myNEXUS has a dedicated team to assist providers during this transition time and an ongoing basis. Home Health Agencies may email myNEXUS directly at provider_network@mynexuscare.com for resolution.

66084MUPENMUB 03/22/2017

Services provided by Empire HealthChoice Assurance, Inc. licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.