

**Re: An introduction to myNEXUS and invitation to a myNEXUS orientation session**

Dear Physician or Health Care Practitioner,

To better support you in the care of your patient, we would like to communicate some important utilization management changes.

Effective April 1, 2019, myNEXUS Inc. (myNEXUS) will perform utilization management of home health care services delivered to patients covered by Humana Medicare Advantage (MA)\* plans in Texas.

On March 18, 2019, and after, prior authorizations may be obtained via the myNEXUS portal – the most efficient means – or by fax or phone using the information below:

Portal: <https://portal.mynexuscare.com/>

Fax: 1-844-438-6791

Phone: 1-833-845-8684

To make this process as smooth as possible for you and your clinical staff, myNEXUS invites you to participate in an orientation session, which will cover the authorization process, claims handling and whom to contact for assistance. On the following page, you will find the training topics and how to schedule your session. Although not mandatory, Humana and myNEXUS encourage your staff to attend one of the sessions. In the meantime, please visit [www.mynexuscare.com/humana](http://www.mynexuscare.com/humana) for additional information.

Thank you for your continued participation in Humana's network.

Sincerely,

Matt Chance  
Chief Operating Officer

\*Please note: This requirement does not include patients with Humana MA private fee-for-service (PFFS) coverage.

## Welcome to myNEXUS orientation

During the next few months, myNEXUS will lead informational sessions designed to support you in the care of your patient by acquainting you and your staff with our services. For your convenience, there are several dates and times available for a web orientation session with the myNEXUS implementation team. Each session will last approximately one hour.

The session will cover:

- myNEXUS frequently asked questions (FAQs)
- Authorization process
- myNEXUS contacts
- Portal Information
- Clinical documentation requirements
- Time permitting, we will finish the meetings with a question-and-answer session

### Web orientation sessions

We highly recommend that your staff attend one or more of the free online web orientation sessions. Advance registration is required.

<b>Date</b>	<b>Time</b>
February 21, 2019	Thursday, 2 p.m. Central/3 p.m. Eastern
February 26, 2019	Tuesday, 2 p.m. Central/3 p.m. Eastern
February 28, 2019	Thursday, 2 p.m. Central/3 p.m. Eastern
March 5, 2019	Tuesday, 2 p.m. Central/3 p.m. Eastern
March 7, 2019	Thursday, 2 p.m. Central/3 p.m. Eastern
March 12, 2019	Tuesday, 2 p.m. Central/3 p.m. Eastern
March 14, 2019	Thursday, 2 p.m. Central/3 p.m. Eastern
March 19, 2019	Tuesday, 2 p.m. Central/3 p.m. Eastern
March 21, 2019	Thursday, 2 p.m. Central/3 p.m. Eastern
March 26, 2019	Tuesday, 2 p.m. Central/3 p.m. Eastern
March 28, 2019	Thursday, 2 p.m. Central/3 p.m. Eastern
April 4, 2019	Thursday, 2 p.m. Central/3 p.m. Eastern

### Registration Information

To schedule your orientation session, please select the date and time of your choice and register online at: <https://www.mynexuscare.com/providerorientation/>.

After you register, you will receive an email confirmation including:

1. The toll-free phone number and pass code to participate in the audio portion of the session.
2. A link and password to the web portion of the session.