

May 30, 2019

Subject: **NOTICE OF CHANGES TO PREAUTHORIZATION PROCESS FOR HOME HEALTH SERVICES**

Dear Healthcare Professional or Administrator:

Humana Home Health Services requires pre-authorization for patients with Humana Medicare Advantage (MA). A list of covered services requiring pre-authorization can be found at Humana.com/PAL.

Effective September 1, 2019 Humana will implement a new preauthorization process for **home healthcare services** provided to patients with Humana MA HMO/PPO coverage residing in Georgia and South Carolina. Preauthorization requests for in-home speech therapy, occupational therapy, physical therapy, skilled nursing care, home health aide and medical social worker care will be reviewed by myNEXUS. **Please note:** This requirement excludes patients with Humana MA private fee-for-service (PFFS) coverage.

Humana Home Health Services preauthorization guidelines and procedures are available through myNEXUS at www.mynexuscare.com/humana.

How to submit preauthorization requests to myNEXUS:

1. Have the following information at hand:
 - Date services will be initiated
 - Patient name, date of birth, health plan name, member ID
 - Type of service(s) to be provided
 - Diagnosis
 - Presenting symptoms, condition, rationale for service(s)
 - Clinical history (including history of inpatient, outpatient, alternate treatment modalities)
 - Significant comorbidities, medical issues, complications
 - Attending physician
 - Home health contact person and phone number

2. Submit the preauthorization request via one of the following options:
 - Online at <https://portal.mynexuscare.com> (registration required)
 - Fax the authorization request form (available at www.mynexuscare.com/humana) to 1-844-834-2908
 - Call myNEXUS at 1-833-845-8684

6174TX1218

1628690B0000001010100





MyNEXUS will review preauthorization requests for medical necessity, work directly with home health providers to review the patient's progress and confirm that complete discharge plans are in place.

To verify member eligibility, benefits or account information, please call the telephone number listed on the patient's Humana ID card or access Availity.com (registration required).

Additional details are available at www.mynexuscare.com/humana.

If you have questions, please contact myNEXUS at 1-833-845-8684.

In the next couple of months, look for additional information and training opportunities.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Lily Pham", with a long horizontal flourish extending to the right.

Dr. Lily Pham
Regional Vice President, Health Services
Senior Products
Southeast Region