

IMPORTANT NOTICE: Your Texas Medicare Advantage participation and myNEXUS

Dear Health Care Professional:

Texas Medicare Advantage home health network participation as of March 1, 2020

Our records show that you are currently a participating provider in our Texas Medicare Advantage network. We're sending this letter to let you know about important changes to your participation in our Medicare Advantage home health provider network in Texas, beginning on **March 1, 2020**.

Starting on that date and until further notice, the myNEXUS network will be designated as our home health care network for Medicare Advantage members residing in Texas. **This means that, unless you are part of the myNEXUS network, you will not be designated as a participating network provider for Aetna Medicare Advantage members in Texas after March 1.**

After March 1, we'll also be working with myNEXUS, a technology-enabled care management company, to manage claims payment and pre-certification/prior authorization process for certain home health care services. The list of applicable services and codes will be made available before the March 1 "Go-Live" at aetna.com/health-care-professionals/precertification/precertification-lists.

What if I already participate in the myNEXUS network?

If you already participate in the myNEXUS network, there's nothing to do. Starting on March 1, you'll automatically serve as a participating provider for our Texas Medicare Advantage members under your myNEXUS contract. This means that the rates and terms of that contract will apply and you'll be paid directly by myNEXUS for covered services, except for applicable member copayments, coinsurance and deductibles that you should continue to collect directly from your patients.

What if I don't participate with myNEXUS, but want to continue to serve as an in-network provider for Texas Medicare Advantage members?

If you don't have a current contract with myNEXUS but want to be designated as participating provider for our Texas Medicare Advantage plans, you must sign an agreement with myNEXUS. Otherwise, you'll be out of network for home health care services for those members as of March 1.

As of that date, the only providers designated to serve as in-network home health care providers for Texas Medicare Advantage members will be those participating through the myNEXUS network. Should this change in the future, you'll be notified by Aetna.

How do I contract with myNEXUS if i don't have a contract today?

We want to make this transition is as seamless as possible for you and for our members. If you're not currently contracted with myNEXUS and want to continue providing home health care services to our Texas Medicare Advantage members as an in-network provider, please contact the myNEXUS Provider Network Development team using one of the options below:

- Visit the myNEXUS Contracting Homepage at mynexuscare.com/contracting/
- By Email: contracting@mynexuscare.com
- By phone: **1-833-585-6262**

If you're currently servicing Aetna Medicare Advantage members in Texas who will continue to require service past March 1, we encourage you to participate in one of the upcoming training opportunities provided by myNEXUS. In the coming weeks, myNEXUS will be sending out invitations to join these orientation sessions.

What if I don't sign a myNEXUS agreement or my myNEXUS agreement terminates for any reason?

Unless you're contracted with myNEXUS, you will not be designated as a participating provider, for home health care services that will be listed on: aetna.com/health-care-professionals/precertification/precertification-lists, for Texas Medicare Advantage members after **March 1, 2020**. Your participation in all other plans and members remains unaffected.

What about my participation in other Aetna plans?

This change applies only to home health care services for:

- Aetna Medicare Advantage Members
- Members residing in the state of Texas

It DOES NOT apply to any other plans or members, including, but not limited to:

- Medicare Members residing outside of the state of Texas
- Aetna and Coventry Commercial fully insured HMO/POS/PPO plan
- Aetna administrative services only (ASO) self-funded HMO/POS/PPO plan
- Aetna Student HealthSM
- Aetna Global Business
- Coventry Workers' Compensation
- Cofinity[®]
- First Health[®], MeritainSM Health, Traditional Choice[®]
- Aetna Signature Administrators[®]

Important information about myNEXUS claims and pre-certification management

In addition to network access, as of March 1, myNEXUS will be handling pre-certification/prior authorization and claims management for Texas Medicare Advantage members:

- **Pre-approval:** Starting **March 1, 2020**, all home health-related requests for in-home skilled nursing, physical therapy, occupational therapy, speech therapy, home health aide, and medical social work that will be listed before March 1 at www.aetna.com/health-care-professionals/precertification/precertification-lists will **require** advance approval from myNEXUS. This will happen for services administered in a home or residence for Aetna Medicare Advantage members in Texas. myNEXUS must approve these services before they can commence.
- **Claims payment:** Starting **March 1, 2020**, claims for covered home health services for claims filed with an authorization issued on or after March 1, 2020, for Texas Medicare Advantage members, will be paid by myNEXUS under the rates and terms of your myNEXUS contract.

How do i get more information?

More details are available at myNEXUScare.com/aetna.

For pre-approval requests:

- Online at <https://portal.mynexuscare.com> (registration required)
- Fax the authorization request form (available at mynexuscare.com/aetna) to **1-866-996-0077**
- Auth Request Questions: call myNEXUS Intake (Monday – Friday 8 a.m. - 8 p.m. ET) at **1-833-585-6262**

In the coming weeks myNEXUS will be sending out additional information about the program, how to submit an authorization request, and additional training opportunities. Program materials for providers will be posted to mynexuscare.com/aetna.

We're here to help

If you have questions, please contact the myNEXUS Provider Network Team by email provider_network@mynexuscare.com or call myNEXUS Provider Network Team **1-833-585-6262**, option 6 Monday – Friday (8 a.m.-5 p.m. CT).

We appreciate your continued participation in the Aetna network.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

©2019 Aetna Inc.
MD-1829-19