

myNEXUS Announcement

Disasters Impacting Member Care: Provider Requirements

With the heightened international awareness regarding the coronavirus disease of 2019 (COVID-19) and after devastating tornadoes in our area recently, myNEXUS felt this was a good time to send reminders on business disruption, which includes natural disasters, infectious outbreaks and other occurrences that potentially impact all of us and consequently, our members/your patients.

As a reminder, the following information is contained in your myNEXUS Participating Provider Agreement, as it relates to the potential for business disruption:

- In the event a disaster, force majeure, epidemic outbreak, poisoning, fire, major accident, other catastrophe or unusual occurrence which threatens the welfare, safety or health of patients, personnel or visitors, communication will be sent reminding the Provider network of their contractual obligations regarding notification to myNEXUS, which are as follows:
 - Provider to report to myNEXUS as soon as reasonably possible, all unusual incidents (including, but not limited to those listed in “A” above). Any such occurrence shall be reported as soon as reasonably practical by telephone followed by written notice within twenty-four (24) hours of unusual occurrence. Provider making such a report to myNEXUS does not release Provider from any state or federal reporting obligations applicable to Provider with regard to such incident. myNEXUS does not assume and hereby expressly disclaims assuming any such reporting obligations on behalf of Provider.
 - Provider will notify myNEXUS when activating its Emergency Plan and upon resumption of normal services.
 - If Provider is unable to accept the Member for any reason, and an authorization has not been obtained, Provider will notify the referral source within two (2) hours of accepting the patient. If the Provider accepts the referral and obtains an authorization, and subsequently cannot provide services to the Member, the Provider will notify myNEXUS the same business day to arrange for the member to see another in network provider.

Regarding COVID-19, there is vast amount of information available to address concerns, precautions and other actions applicable to reducing/eliminating exposure to this and any other seasonal contagion. Please utilize the CDC website for specific information, including guidelines for health care workers and at risk or infected patients, at www.cdc.gov. Additionally, The Centers for Medicare & Medicaid Services (CMS) has posted guidance related to COVID-19 and Home Health Care, at cms.gov.

For any questions regarding this notice, or to speak with a myNEXUS Provider Relations representative, please contact us by e-mail at Provider_Network@myNEXUScare.com or by phone at 1-(844) 411-9622, option 6.