



An Anthem Company

RE: Network Delegation for Home Health Care Services provided to Empire individual and group-sponsored Medicare Advantage members

Dear Participating Home Health Care Agency:

Thank you for participating in the Empire BlueCross BlueShield (Empire) Home Health Care network. We appreciate the service you provide to our members and understand the important role you play in their continuum of care.

As we've previously communicated, Empire has collaborated with myNEXUS, a Nashville-based benefit management company. myNEXUS is an innovative, technology-driven care management company focused on serving and keeping clients in their home through intelligent, connected care. myNEXUS' goal is to improve health outcomes, reduce unnecessary hospital readmissions, and foster health and independence for members and their families living in your community. myNEXUS promotes improved Home-Based patient care by operating as the nexus among Health Plans, Providers and Members.

Effective Aug. 1, 2018, Empire will delegate Home Health Care Services for most of our Medicare Advantage individual and group-sponsored networks to myNEXUS (a "Health Services Designated Network"). Your Empire participation agreement (hereinafter "Agreement") will stay in place and is the primary agreement for all lines of business and members not delegated to myNEXUS.

We want to ensure the transition is as seamless as possible for our members. If you are not currently contracted with myNEXUS and wish to continue providing Home Health Care services to most Empire Medicare Advantage individual and group-sponsored members, we encourage you to contract with myNEXUS By June 2, 2018. In accordance with CMS regulations, Medicare Advantage members will be notified of any resulting change in the provider's Medicare Advantage participation status. Please contact myNEXUS using one of the options below:

- Visit the myNEXUS Contracting Homepage at <https://www.mynexuscare.com/contracting/>
- By Email: contracting@mynexuscare.com
- By phone: (844) 411-9622

The terms and conditions of your Empire Agreement will be intact, however during the network delegation period, agencies not directly contracted with myNEXUS will be considered Out-Of-Network Providers for most Empire individual and group-sponsored Medicare Advantage members delegated to myNEXUS unless otherwise required by your Agreement. Many members' benefits require they select a participating provider, therefore, during the delegation period, Out-Of-Network providers risk having the Empire individual and group-sponsored Medicare Advantage members directed to home health care agencies participating with myNEXUS. Likewise, keeping your Agreement active will ensure you will be participating in the event that the delegation to myNEXUS ends and will allow you to continue your participation in products not impacted by the delegation and for Medicare Advantage individual, group-sponsored and other Blue Plan Medicare Advantage members who are traveling or living in your service area that are identified as not in scope. Empire members who are in scope can be identified by verifying authorization requirements. Member eligibility and authorization requirements can be checked using Availity - our secure Web-based provider tool or, if you prefer, call the customer service number on the member's ID card to speak with an Empire representative. Alternatively, you can contact myNEXUS directly at 1-844-411-9622 or <https://portal.mynexuscare.com/> to verify in-scope members and begin the authorization process.

What this means to you, regardless of the Networks you're currently participating in:

- To accommodate the member notification period, if you have not already done so, please contact myNEXUS before June 2, 2018, to finalize your agreement and continue to be an in-network provider for members delegated to myNEXUS.
- After July 31, 2018, Empire will no longer manage Home Health services for a majority of Empire Medicare Advantage individual and group-sponsored members under our existing Provider Agreements.
- Beginning Aug. 1, 2018, Home Health services for most Empire Medicare Advantage individual and group- sponsored members will be supported by myNEXUS.

Except as set forth above the terms of your Agreement remain unchanged and in effect.

Thank you for your continued dedication to the members we serve together. Attached is an FAQ document for your review. If you have any questions concerning this change, please contact Provider Services.

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