Registration Help

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Welcome

Welcome to the myNEXUS portal. The portal has been designed to enable you to easily create and submit authorization requests for home health services. But first you need to register. Registration is an easy process where we request some basic information in order to create a user account for you.

We’ll ask you to provide basic information including your provider type or association, name and contact information. The image below shows the Registration page that is displayed after you click the Register link in the upper-right corner of the browser.

Starting the Registration Process

After you click the Registration link, the screen below is displayed. A pop-up window opens and provides general information about the registration process and a summary of the steps to complete the process. Review this information before starting to register.
Choosing Your User Role (Provider Type)

First, you’ll need to specify your provider information. If you click the blue question mark above the Provider Type field, a pop-up window is displayed that describes the provider types that can be selected.

This pop-up window is shown below. After you have reviewed this information to determine which provider type to select, click OK to close the window.
When you click the down-arrow of the Select Provider Type field, the screen displays a menu with available choices.

After you make your selection, you will need to identify the provider name you are associated with. This process is the same for all providers except home health agency. Go to the provider section for the provider you have selected to proceed. Use the links below to navigate to the desired section.

Registering as a Home Health User
Registering as a Hospital User
Registering as a Physician User
Registering as a Skilled Nursing Facility User
Registering as a Health Plan Case Manager User
Registering as a Physician Group User
Registering as a Home Health Agency User

The screen below is displayed when you select the Home Health option as your provider type.

1. Start typing the name of the home health provider in the Provider Name field. As you type, a list of providers is displayed in the lower left area of the page.

Note: If the name of the desired provider does not appear in the list, check for typos in your entry and retry. If provider name still does not appear, call myNEXUS.
2. Click on the name of your provider to select it.

3. Click the right-facing arrow to add it to the selection area on the right.
You are prompted to enter the NPI and Tax ID for the selected provider.

4. Enter the requested information and then click the Validate and Add button.
If the system validated your selection, it will appear in the lower right area of the page. If you need to add other providers, repeat the process as necessary.

If the portal could not validate your entries, a message is displayed informing you the information you provided is invalid and to try again. Double-check your information and re-enter. If you continue to have problems, call myNEXUS for help.

Once the information you provided is validated, you can proceed with the next steps in the registration process.

Go to Entering Your Name and Contact Information section
Registering as a Hospital User

The screen below is displayed if you select the Hospital option as your provider type.

1. Enter the first letters of the hospital name. Names that match those letters appear in a drop-down menu. Select the desired name.

Note: If the name of the desired provider does not appear in the list, check for typos in your entry and retry. If provider name still does not appear, call myNEXUS.
After you select the desired provider name, the portal populates the remaining hospital information from records found in our system.

2. Enter the NPI for the hospital you selected. Please note to enter the number correctly. The system does not validate this number until later in the process when you click the Submit and Register button.

Go to Entering Your Name and Contact Information section
Registering as a Physician User

The screen below is displayed if you select the Physician option as your provider type.

1. Enter the first letters of the physician’s name. Names that match those letters appear in a drop-down menu. Select the desired name.

Note: If the name of the desired provider does not appear in the list, check for typos in your entry and retry. If provider name still does not appear, call myNEXUS.
After you select the desired physician’s name, the portal populates the remaining physician information from records found in our system.

2. Enter the NPI for the physician you selected. Please note to enter the number correctly. The system does not validate this number until later in the process when you click the Submit and Register button.

Go to Entering Your Name and Contact Information section
Registering as a Skilled Nursing Facility User

The screen below is displayed if you select the Skilled Nursing Facility option as your provider type.

Enter the first letters of the skilled nursing facility name. Names that match those letters appear in a drop-down menu. Select the desired name.

Note: If the name of the desired provider does not appear in the list, check for typos in your entry and retry. If provider name still does not appear, call myNEXUS.
After you select the desired skilled nursing facility name, the portal populates the remaining facility information from records found in our system.

Enter the NPI for the facility you selected. Please note to enter the number correctly. The system does not validate this number until later in the process when you click the Submit and Register button.

Go to Entering Your Name and Contact Information section
Registering as a Health Plan Case Manager User

The screen below is displayed if you select the Health Plan Case Manager option as your provider type.

1. Enter the first letters of the insurance health plan you work for. Names that match those letters appear in a drop-down menu.

Note: If the name of the desired provider does not appear in the list, check for typos in your entry and retry. If provider name still does not appear, call myNEXUS.
2. Select the desired plan.

Go to Entering Your Name and Contact Information section
Registering as a Physician Group User

The screen below is displayed if you select the Physician Group option as your provider type.

1. Enter the first letters of the provider name. Names that match those letters appear in a drop-down menu. Select the desired name.

Note: If the name of the desired provider does not appear in the list, check for typos in your entry and retry. If provider name still does not appear, call myNEXUS.
After you select the desired provider name, the portal populates the remaining information from records found in our system.

2. Enter the NPI for the provider you selected. Please note to enter the number correctly. The system does not validate this number until later in the process when you click the Submit and Register button.

Go to Entering Your Name and Contact Information section
Entering Your Name and Contact Information

Next, enter your name and contact information in the appropriate fields in the right area of the page.

![Registration Form]

- **Username:** [Input Field]
- **Password:** [Input Field]
- **Confirm Password:** [Input Field]
- **Email:** [Input Field]
- **Phone:** [Input Field]
Accepting Terms of Use Agreement

You will also need to review and accept Terms of Use. If you decline, you will not be able to complete the registration process.
Verifying You Are Not Spamming

As part of our security protocol to prevent the portal from receiving unwanted email, we use CAPTCHA. It stands for Completely Automated Public Turing test to tell Computers and Humans Apart. Clicking the ‘I’m not a robot’ checkbox starts this widget.

A pop-up window opens. The selection criteria is displayed at the top and a series of images appear below it. Select all images that contain similar traits. Sometimes this can be a little tricky, so take your time and be very thorough.
After you have selected all similar images, click Verify.

If you successfully selected the correct images, the screen below is displayed that now shows a green checkmark indicating you correctly selected all similar images.
Completing the Registration Process

1. Click Submit and Register to continue the registration process.

The screen below is displayed telling you to check your email. This is the email address you entered in the “Your Information” area of the Registration page.

2. Click OK to close the pop-up window. You can now exit the Registration page.
Confirming Your Account

When you check your email, you should have received a message from myNEXUS similar to the one below.

1. Click CONFIRM.

After you click CONFIRM, a browser window opens showing the page below.
You will also receive another email containing the code you will need to use on this page. Check your email and copy this code or write it down to enter on the page as shown below.

2. Click Submit.

This completes the process. The screen below is displayed.

You will also receive an email from us acknowledging your completion of the registration process. Once your account is approved, we will send you further instructions by email. Thank you for registering with myNEXUS. We look forward to working with you to ensure your patients receive the timely home health services they need.
Important Messages

We have listed some items below that you should be aware of that are related to the registration process.

- When your registration is approved, you will receive an email telling you that your account has been approved. The message will contain a link that you will need to use to log-in and a temporary password. After you enter your temporary password and access the portal, you will be prompted to setup a permanent password. You will also be requested to select and answer two security questions. After you have completed these items, your portal account will be active.
- If your registration is rejected, you will receive an email informing you of that decision.