



March 30, 2017

Re: myNEXUS, Inc. Introduction and Orientation

Dear Provider,
Anthem Blue Cross and Blue Shield (Anthem) would like to thank you for your continued participation in our networks. The purpose of this letter is to communicate some important utilization management changes.

Effective **May 1, 2017**, myNEXUS, Inc. (myNEXUS) will perform utilization management of home health care services delivered to Anthem individual Medicare Advantage members with the following alpha prefixes in their member ID:

- **CT – VOI, VHJ, VOU**
- **MO – JWF, VOH, JWO**
- **VA – VOA, YTW**

Beginning April 17, 2017, prior authorizations can be obtained via fax, phone or portal:

Portal: <https://portal.mynexuscare.com/>

Fax: 1-844-834-2908

Phone: 1-844-411-9622

myNEXUS would like to invite you to participate in an orientation session. This discussion will cover the authorization process, claims handling and who to contact for assistance. Enclosed you will find the orientation agenda and how to schedule your session.

In the meantime, please visit www.mynexuscare.com/anthem for additional information.

Sincerely,

Matt Chance
Chief Operating Officer
Enclosure



Welcome to myNEXUS Orientation

During the next few months, myNEXUS will lead informational sessions designed to orient you and your staff with our services. There will be several dates and times available to you and your staff for a web orientation session with the myNEXUS implementation team. Each session will last approximately one hour.

The sessions will cover:

- myNEXUS Frequently Asked Questions (FAQs)
- Authorization process
- myNEXUS contacts
- Time permitting, we will finish the meetings with a Question-and-Answer session

Web Orientation Meetings

If you and/or your staff wish to attend one or more of our free online web orientation meetings, you must register in advance.

Date	Time
3/28/2017	Tuesday, 2pm CT/3pm ET
3/30/2017	Thursday, 2pm CT/3pm ET
4/4/2017	Tuesday, 2pm CT/3pm ET
4/6/2017	Thursday, 2pm CT/3pm ET
4/11/2017	Tuesday, 2pm CT/3pm ET
4/13/2017	Thursday, 2pm CT/3pm ET

Registration Information

To schedule your orientation please contact the myNEXUS provider network team via email at provider_network@mynexuscare.com.

After you have registered for the conference, you will receive an e-mail invite including:

1. The toll-free phone number and pass code to participate in the audio portion of the conference
2. A link and password to the Web portion of the conference

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Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Anthem Blue Cross and Blue Shield is the trade name of Blue Cross and Blue Shield of Georgia, Inc. Independent licensee of the Blue Cross and Blue Shield Association. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICES® Managed Care, Inc. (RIT), Healthy Alliances® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation (Compcare), which underwrites or administers the HMO policies; and Compcare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.