

March 30, 2017

Re: myNEXUS, Inc. Introduction and Orientation

Dear Provider,

Empire 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 Empire individual Medicare Advantage members with the following alpha prefixes in their member ID:

VOF, VOG, JWX

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/Empire 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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