



**Subject: Change to preauthorization process for home health services**

Dear healthcare professional or administrator:

Humana Home Health Services requires preauthorization for patients with Humana Medicare Advantage (MA) plans. A list of covered services requiring preauthorization can be found at [Humana.com/PAL](http://Humana.com/PAL).

Effective January 1, 2021, Humana will implement a new preauthorization process for home health services provided to patients with Humana MA health maintenance organization (HMO) or preferred provider organization (PPO) coverage. Preauthorization requests for in-home speech therapy, occupational therapy, physical therapy, skilled nursing care, home health aide and medical social worker care will be reviewed by myNEXUS. Please note: This process does not apply for patients with Humana MA private fee-for-service (PFFS) coverage.

Humana home health services preauthorization guidelines and procedures are available through myNEXUS at [www.mynexuscare.com/humana](http://www.mynexuscare.com/humana).

**How to submit preauthorization requests to myNEXUS:**

1. Have the following information at hand:
  - Date service(s) will be initiated
  - Patient name, date of birth, health plan name, member ID
  - Type of service(s) to be provided
  - Diagnosis
  - Presenting symptoms, condition, rationale for service(s)
  - Clinical history (including history of inpatient, outpatient, alternate treatment modalities)
  - Significant comorbidities, medical issues, complications
  - Attending physician's name
  - Home-health contact person and phone number
  
2. Submit the preauthorization request via one of the following options:
  - Online at <https://portal.mynexuscare.com> (registration required)
  - Fax the authorization request form (available at [www.mynexuscare.com/humana](http://www.mynexuscare.com/humana)) to 1-844-834-2908
  - Call myNEXUS at 1-833-845-8684

myNEXUS will review preauthorization requests for medical necessity, work directly with home health providers to review the patient's progress and confirm that complete discharge plans are in place.

To verify member eligibility, benefits or account information, please call the telephone number listed on the patient's Humana ID card or access Availity.com (registration required).

Additional details are available at [www.mynexuscare.com/humana](http://www.mynexuscare.com/humana). If you have questions, please contact myNEXUS at 1-833-845-8684. Assistance is available Monday – Friday, 7 a.m. – 7 p.m., Central time.

In the next couple of months, look for additional information and training opportunities.

Lastly, as Humana continues to monitor the status of COVID-19 cases throughout the nation, temporary changes in authorization requirements may be implemented in order to help you expedite transitions of care.

These changes will be implemented on an as-needed basis and you will be notified accordingly.

Sincerely,