

November 9, 2020

Re: myNEXUS, Inc. Introduction and Orientation

Dear Provider,

Humana would like to thank you for your continued participation in their networks. The purpose of this letter is to communicate some important utilization management changes.

Effective **January 1, 2021** myNEXUS, Inc. (myNEXUS) will perform utilization management of home health care services delivered to Humana Medicare Advantage Plans, excluding PFFS, in the following markets/counties:

- **Ohio**
- **Boone County (Northern KY)**
- **Campbell County (Northern KY)**
- **Grant County (Northern KY)**
- **Kenton County (Northern KY)**
- **Pendleton County (Northern KY)**

Beginning 12/21/20, prior authorizations can be obtained via the myNEXUS portal, the most efficient means, by fax or by phone:

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

Fax: 1-844-438-6791

Phone: 1-833-845-8684

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. Although not mandatory, Humana and myNEXUS encourage your staff to attend one of the sessions.

In the meantime, please visit www.myNEXUScare.com/humana for additional information.

Sincerely,



Matt Chance
Chief Operating Officer

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
- Portal Training
- Clinical documentation requirements
- 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
12/1/2020	Tuesday, 2pm CT/3pm ET
12/3/2020	Thursday, 2pm CT/3pm ET
12/8/2020	Tuesday, 2pm CT/3pm ET
12/10/2020	Thursday, 2pm CT/3pm ET
12/15/2020	Tuesday, 2pm CT/3pm ET
12/17/2020	Thursday, 2pm CT/3pm ET
12/22/2020	Tuesday, 2pm CT/3pm ET
12/28/2020	Monday, 2pm CT/3pm ET
12/29/2020	Tuesday, 2pm CT/3pm ET
01/05/2021	Tuesday, 2pm CT/3pm ET

Registration Information

To schedule your orientation session, please select the date and time of your choice and register online at: <https://www.myNEXUScare.com/providerorientation/>.

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