



April 9, 2021

Re: myNEXUS[®], Inc. Introduction and Orientation

Dear Provider,

UnitedHealthcare 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 **July 1, 2021**, all home health-related requests for in-home skilled nursing, physical therapy, occupational therapy, speech therapy, home health aide, and medical social worker will now require pre-authorization from myNEXUS. Pre-approval will be required for services administered in a home or residence for an UnitedHealthcare Medicare Advantage member. myNEXUS must approve these services before they can commence and be considered for payment. This applies to Medicare Advantage and Dual Special Needs Plan members residing in the state of **Alabama** only.

Beginning **July 1, 2021**, prior authorizations can be obtained via the myNEXUS portal, the most efficient means, or by fax:

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

Fax: 1-866-936-1635

Phone: 1-833-866-0393

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, UnitedHealthcare and myNEXUS encourage your staff to attend one of the sessions.

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

Sincerely,

Matt Chance
Chief Operating Officer



myNEXUS Orientation Sessions

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

The sessions will cover:

- Authorization process
- Clinical documentation requirements
- myNEXUS contacts
- Portal Training
- myNEXUS Frequently Asked Questions (FAQs)

Orientation Registration

If you and/or your staff wish to attend one or more of our free web orientation sessions, you must register online. To register for an orientation session, please visit the following website and select the date and time of your choice: www.myNEXUScare.com/UnitedHealthcare.

After you have registered for an orientation, you will receive an e-mail invitation including:

1. Confirmation for the date and time you selected
2. A link to join the online orientation with full video and audio capabilities
3. Reminder e-mails will also be sent if you registered in advance

Date	Time
5/20/2021	Thursday, 2pm CT/3pm ET
5/25/2021	Tuesday, 2pm CT/3pm ET
5/27/2021	Thursday, 2pm CT/3pm ET
6/1/2021	Tuesday, 2pm CT/3pm ET
6/3/2021	Thursday, 2pm CT/3pm ET
6/8/2021	Tuesday, 2pm CT/3pm ET
6/10/2021	Thursday, 2pm CT/3pm ET
6/15/2021	Tuesday, 2pm CT/3pm ET
6/17/2021	Thursday, 2pm CT/3pm ET
6/22/2021	Tuesday, 2pm CT/3pm ET
6/24/2021	Thursday, 2pm CT/3pm ET
6/29/2021	Tuesday, 2pm CT/3pm ET

If you have any questions regarding the orientation sessions, please contact a myNEXUS Provider Representative by e-mail at Provider_Network@myNEXUScare.com or by phone at 833-866-0393, option 6. Recordings of sessions will also be available upon request.