

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 **August 1st, 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:

- Kentucky
- New Jersey (Southern Counties): *Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, and Salem counties*
- Pennsylvania
- West Virginia

Beginning July 19th, 2021, 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,



Michael Dant
Vice President, Network Strategy & Performance

myNEXUS | Humana Orientation Information

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.

This session will cover the following topics:

- Authorization process
- Clinical documentation requirements
- myNEXUS contacts
- Portal Training

Web Orientation Sessions

If you and/or your staff wish to attend one or more of our 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/Humana.

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
7/1/2021	Thursday, 2pm CT/3pm ET
7/7/2021	Wednesday, 2pm CT/3pm ET
7/14/2021	Wednesday, 2pm CT/3pm ET
7/21/2021	Wednesday, 2pm CT/3pm ET
7/27/2021	Tuesday, 2pm CT/3pm ET
7/29/2021	Thursday, 2pm CT/3pm ET
8/4/2021	Wednesday, 2pm CT/3pm ET
8/10/2021	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 833-845-8684, option 6. Recordings of sessions will also be available upon request.