



RE: myNEXUS® Home Health Agency Provider – IMPORTANT NETWORK NOTICE

Dear myNEXUS Provider:

Thank you for another year of service and care rendered to our members and their health plans. We appreciate your participation in the myNEXUS Provider Network and look forward to another year of incredible opportunity and success as we work together for our members.

We have exciting news to announce! myNEXUS is partnering with Aetna in the states of **Kentucky, Ohio, and Missouri** to service their Medicare Advantage members, effective **January 1st, 2022**.

Since you are already participating in the myNEXUS network, there are no contract changes required, and you will be considered a participating provider in the Aetna Medicare Advantage Provider Network. This is a courtesy notice to advise that Aetna Medicare Advantage members, including DSNP members, will be starting with myNEXUS on January 1st, 2022. As a reminder, the myNEXUS contract rates and terms will apply to the delegated members beginning January 1st, 2022.

We encourage you or your staff to attend an orientation session to learn more about the myNEXUS and Aetna program. Please find a schedule of planned orientations for your reference on the following page.

As always, your care and service to our members is extremely important and appreciated. If you have any questions regarding this notice, or your requirements, please reference your contract, the Provider Manual, or contact a myNEXUS Provider Representative by e-mail at Provider_Network@myNEXUScare.com or by phone 833-585-6262, option 6.

We look forward to continue working with you!

Sincerely,

myNEXUS Provider Network Team

myNEXUS | Aetna Orientation Information

During the next few weeks, myNEXUS will lead informational sessions designed to orient you and your staff with our services. There will be 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
- Claims process
- Clinical documentation requirements
- myNEXUS contacts

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/Aetna.

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

Full Sessions (Authorizations & Claims)	
Date	Time
11/10/2021	Wednesday, 2pm CT/3pm ET
11/16/2021	Tuesday, 2pm CT/3pm ET
11/30/2021	Tuesday, 2pm CT/3pm ET
12/7/2021	Tuesday, 2pm CT/3pm ET
12/15/2021	Wednesday, 2pm CT/3pm ET
12/28/2021	Tuesday, 2pm CT/3pm ET

Claims Sessions Only	
Date	Time
11/18/2021	Thursday, 2pm CT/3pm ET
12/2/2021	Thursday, 2pm CT/3pm ET
12/9/2021	Thursday, 2pm CT/3pm ET
12/30/2021	Thursday, 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 833-585-6262, option 6. Recordings of sessions will also be available upon request.