



RE: myNEXUS® Partnering with Aetna Medicare Advantage Effective 7/1/2022

Dear Home Care Provider:

myNEXUS is excited to announce the expansion of our Aetna partnership to the states of **Pennsylvania and West Virginia effective July 1st, 2022**. myNEXUS is partnering with Aetna to manage their Medicare Advantage network, claims payment, and pre-approval program for home health services.

myNEXUS is a care and benefits management company working with payers and providers to manage and deliver home and community-based services more effectively. myNEXUS' goal is to improve health outcomes, reduce unnecessary hospital readmissions, and foster health and independence for members and their families living in your community.

Enclosed in this packet, you will find important information regarding the Aetna/myNEXUS relationship. Additional information about this program can be found online at www.myNEXUScare.com/Aetna.

We want to ensure the transition is as seamless as possible for the Aetna membership. myNEXUS would like to extend an invitation to your organization to apply for participation in the myNEXUS Home Health Agency (HHA) provider network. As of July 1st, 2022, Home Health Agencies not directly contracted with myNEXUS will be considered Out-Of-Network for as long as these network services are provided to Aetna by myNEXUS. Aetna participating agreements will remain effective for all products and lines of business outside of the myNEXUS Medicare Advantage solution in Pennsylvania and West Virginia.

If you would like to learn more about how to become a contracted provider with myNEXUS, please contact us using one of the options below:

- By phone: 1-833-585-6262, option 6
- Visit the Contracting Website: www.myNEXUScare.com/contracting/
- Email Contracting: contracting@myNEXUScare.com

Additionally, attached is an orientation and training schedule. You and your staff are welcome to enroll and attend for useful information.

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
5/17/2022	Tuesday, 2pm CT/3pm ET
5/24/2022	Tuesday, 2pm CT/3pm ET
6/1/2022	Wednesday, 2pm CT/3pm ET
6/7/2022	Tuesday, 2pm CT/3pm ET
6/15/2022	Wednesday, 2pm CT/3pm ET
6/21/2022	Tuesday, 2pm CT/3pm ET
6/29/2022	Wednesday, 2pm CT/3pm ET
7/5/2022	Tuesday, 2pm CT/3pm ET

Claims Sessions Only	
Date	Time
5/19/2022	Thursday, 2pm CT/3pm ET
5/26/2022	Thursday, 2pm CT/3pm ET
6/9/2022	Thursday, 2pm CT/3pm ET
6/23/2022	Thursday, 2pm CT/3pm ET
7/7/2022	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.