



July 7, 2022

**RE: myNEXUS® Partnering with Amerigroup Medicare Advantage for in-patient post-acute care authorizations effective 9/1/22**

Dear Provider:

myNEXUS is excited to announce the partnership with Amerigroup for management of in-patient post-acute care services in the states of **New Mexico** and **Washington** effective **September 1<sup>st</sup>, 2022**.

myNEXUS is a care and benefits management company working with payers and providers to manage in-patient post-acute care services more effectively. myNEXUS collaborates with members, caregivers, and facility care managers/discharge planners to provide transition planning as well as the pre-service and concurrent review authorizations of post-acute care services. The goal of this program is to support members through their recovery process in the most appropriate, least restrictive environment.

Prior authorization requests for admission to or concurrent stay in a skilled nursing facility (SNF), an inpatient acute rehab facility (IRF), or a long-term acute care hospital (LTACH) will be reviewed by myNEXUS for admit dates of **September 1<sup>st</sup>, 2022**, and after.

Beginning August 30<sup>th</sup>, 2022, prior authorization requests for members whose anticipated post-acute care admission date is September 1<sup>st</sup>, 2022, or after can be obtained via the myNEXUS portal, the most efficient means, by fax, or by phone:

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

Fax: 833-311-2986

Phone: 844-411-9622

myNEXUS would like to invite you to participate in an orientation session. This orientation is a training session covering the myNEXUS program and prior-authorization process. Enclosed you will find the orientation information and how to schedule your session. Although not mandatory, Amerigroup and myNEXUS encourage your staff to attend one of the sessions.

Lastly, please visit [www.myNEXUScare.com/Anthem](http://www.myNEXUScare.com/Anthem) for additional information.

Sincerely,

myNEXUS Provider Network Team

## myNEXUS | Anthem Orientation Information

During the next few weeks, myNEXUS will lead informational sessions designed to orient you and your staff with our services. We encourage the following staff to attend a session: admissions staff, case managers, discharge planners, nursing directors, therapy directors, social services, and facility administrators.

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 and cover the following topics:

- Authorization process: SNF, IRF, LTACH
- Clinical documentation requirements
- 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/Anthem](http://www.myNEXUScare.com/Anthem).

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
8/10/2022	Wednesday, 2pm CT/3pm ET
8/16/2022	Tuesday, 2pm CT/3pm ET
8/18/2022	Thursday, 2pm CT/3pm ET
8/23/2022	Tuesday, 2pm CT/3pm ET
8/25/2022	Thursday, 2pm CT/3pm ET
8/31/2022	Wednesday, 2pm CT/3pm ET
9/7/2022	Wednesday, 2pm CT/3pm ET
9/13/2022	Tuesday, 2pm CT/3pm ET
9/15/2022	Thursday, 2pm CT/3pm ET
9/21/2022	Wednesday, 2pm CT/3pm ET
9/28/2022	Wednesday, 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](mailto:Provider_Network@myNEXUScare.com) or by phone at 844-411-9622. Recordings of sessions will also be available upon request.