

## Home health, claims payment and provider network services for Medicare Advantage individual members delegated to myNexus

Effective April 1, 2022, Amerigroup will delegate utilization management, claims payment, and provider network services to myNEXUS\* for members in our [Amerivantage Balance (HMO), Amerivantage Balance Plus HMO, Amerivantage Classic HMO, Amerivantage Classic Plus (HMO-POS), Amerivantage Plus (HMO), and Amerivantage Select Plus (HMO)] plans to myNEXUS (a *Health Services Designated Network*). Prior authorization will be required for home health services for our individual Medicare Advantage members, including:

- Skilled nursing.
- Home health aide.
- Therapies (physical therapy, occupational therapy, and speech therapy) — medical social worker.

### What services are not included?

This management program does **not** include inpatient rehabilitation, durable medical equipment (DME) requests (e.g., oxygen), or home infusion services.

Beginning April 1, 2022, prior authorizations for dates of service April 1, 2022, and after can be obtained via fax, phone, or website:

- Website: <https://portal.mynexuscare.com/>
- Phone: **844-411-9622**
- Fax: **844-834-2908**

Note: This will be in effect for new requests for home health services starting on or after April 1, 2022. Any care that is in flight prior to April 1, 2022, will not be subject to this requirement until the point that the care is needed to be extended, where applicable.

These prior authorizations will be reviewed and approved by myNEXUS. myNEXUS health professionals will work directly with home health providers to review the member's progress, ensure complete discharge plans are in place, and confirm any medications needed after discharge are prescribed for the member.

By working closely with the home health provider, myNEXUS will help ensure that our Medicare Advantage members who will benefit from more time in a home health setting receive the services and screenings they need during their home health stay.

In addition, members who are ready to go home early can do so, equipped with a complete discharge plan and prescriptions for any medications they may need at home.

Additional communication will be coming out soon with information on the myNEXUS prior authorization program, including a welcome letter and an invitation to orientation and training sessions.

\* myNEXUS is an independent company providing home health services on behalf of Amerigroup.

To verify member eligibility, benefits, or account information, please call the telephone number listed on the back of the member's identification card.

<b>Plan — PBP</b>	<b>Included plans</b>
H2593-025	Amerivantage Balance (HMO)
H5828-008	Amerivantage Balance Plus (HMO)
H2593-022, H2593-023	Amerivantage Classic (HMO)
H5828-005, H5828-006	Amerivantage Classic Plus (HMO-POS)
H2593-024	Amerivantage Plus (HMO)
H5828-007	Amerivantage Select Plus (HMO)
<b>Plan — PBP</b>	<b>Excluded plans</b>
H2593-021	Amerivantage Dual Coordination (HMO D-SNP)
H5828-002	Amerivantage Dual Premier (HMO D-SNP)
H5828-001 PBP	Tennessee Amerivantage Full Dual Coordination (HMO D-SNP)