

## myNEXUS Network Contracting FAQ

**We have received notice from Amerigroup that we are to prior authorize home health care services for Amerigroup individual Medicare Advantage members through myNEXUS. Would you please explain the relationship between myNEXUS and Amerigroup and how it affects the reimbursement from Amerigroup under our contract?**

Amerigroup has entered into an agreement with myNEXUS for our **Medicare Advantage members**. In 2017 myNEXUS began prior authorization of individual Medicare Advantage members in specific markets. In 2018, additional new group-sponsored members will also require prior authorization by myNEXUS. Amerigroup will process claims based on authorization approval, the current Amerigroup agreement and rates in place today.

**myNEXUS has asked us to submit an application for our home health agencies to join the myNEXUS provider network. Does this insert another contract layer between us and Amerigroup? Does it change the payment schedule we have in our direct contract with Amerigroup?**

myNEXUS is developing a network of participating home health agencies to support Amerigroup delegating claim payment to myNEXUS for most of our individual and group-sponsored Medicare Advantage members beginning Aug. 1, 2018. Once myNEXUS has developed a network it will become a fully delegated network for Medicare Advantage members who receive home health services. When that network is in place Aug. 1, 2018, payment then will be based on the authorization approval, the myNEXUS Agreement and agreed upon rates between the home health agency and myNEXUS. After delegation occurs Aug. 1, 2018, your Amerigroup agreement will no longer be primary for the delegated membership.

**Once a home health agency enters into a network agreement with myNEXUS, what will the impact be to the Amerigroup agreement?**

Your agreement with Amerigroup will stay in place and be the primary agreement for all lines of business and members that are not delegated to myNEXUS. The terms and conditions of your Amerigroup agreement will be intact.

**What happens if I do not sign an agreement with myNEXUS?**

Amerigroup is delegating its Medicare Advantage provider network for home health services to myNEXUS Aug. 1, 2018. Home health agencies not directly contracted with myNEXUS will be considered out-of-network for as long as the network delegation services are provided to Amerigroup by myNEXUS unless otherwise required by your Agreement. Providers who have not signed an agreement with myNEXUS risk having the delegated Amerigroup individual and group-sponsored Medicare Advantage members in your service area directed to an in-network home health care agency.

**What are the myNEXUS credentialing requirements?**

The myNEXUS credentialing and recredentialing processes are in accordance with industry standards and use systematic approaches to collecting and verifying applicant information and qualifications. myNEXUS standards are fully compliant with CMS original Medicare requirements, National Committee for Quality Assurance (NCQA) requirements, including but not limited to relevant training, licensure, certification and/or registration. myNEXUS requires all Ancillary Health Care Providers (Home Health) to pass the credentialing standards for acceptance into the provider network. Providers must be recredentialed every three (3) years.

## **Where should I file home health claims for delegated individual and group-sponsored Medicare Advantage members once the home health network is delegated to myNEXUS?**

For dates of service Aug. 1, 2018 and thereafter, all home health claims for delegated individual and group-sponsored Medicare Advantage members should go to myNEXUS.

Participating Providers should mail CMS/HCFA 1500 claims forms or UB04 Forms to:

myNEXUS  
P.O. Box 981620  
El Paso, TX 79998-1620

### **Electronic Claim Submission:**

In addition to submitting paper claims, participating providers may also submit claims electronically to myNEXUS.

To submit claims electronically:

- Register with Change Healthcare (formerly Emdeon, the clearing house used by myNEXUS) by calling: 1-800-845-6592
- Reference Payer ID# 34009
- Once registered, Change Healthcare (formerly Emdeon) will provide support on submitting claims electronically.

### **Will claim filing requirements change?**

Yes, providers should follow myNEXUS claims filing requirements for services billed for dates of services after Aug. 1, 2018. See paper and electronic claims submission information above. Please contact myNEXUS for additional information:

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

Fax: 1-844-834-2908

Phone: 1-844-411-9622

### **How do I determine if an Amerigroup individual or group-sponsored Medicare Advantage member is not included in this myNEXUS initiative and the Amerigroup agreement and policies still apply?**

- Blue Cross Blue Shield Association Medicare Advantage members traveling and receiving services within Amerigroup's service area are not a part of the myNEXUS delegation. You will continue to file these claims to Amerigroup as you do today.
- At this time group-sponsored Medicare Advantage members delegated to myNEXUS can be identified with the alpha prefix YGZ and MHG and should follow myNEXUS Prior authorization and network requirement.
- While most individual Medicare Advantage members have been delegated to myNEXUS, some members in IPA or risk relationships have not.
- You can confirm network delegation status during the eligibility, benefit and pre-authorization process using Availity - our secure Web-based provider tool or, if you prefer, call the customer service number on the member's ID card to speak with an Amerigroup representative. Alternatively, you can contact myNEXUS directly at 1-844-411-9622 or <https://portal.mynexuscare.com/> to verify in scope members and begin the authorization process.

### **Where can I learn more about joining the myNEXUS network?**

To learn more about how to become a contracted provider with myNEXUS, please contact myNEXUS using one of the options below:

- Visit Contracting Homepage at: <https://www.mynexuscare.com/contracting/>
- Email Contracting at: [contracting@mynexuscare.com](mailto:contracting@mynexuscare.com)

**If I run into a problem, where do I go for issue resolution?**

myNEXUS has a dedicated team to assist providers during this transition time and an ongoing basis. Providers may email myNEXUS directly at [provider\\_network@mynexuscare.com](mailto:provider_network@mynexuscare.com) for resolution.

**What if I have more questions?**

For additional questions go to <https://www.mynexuscare.com/anthem>

**How will I learn about additional updates?**

Updates regarding effective dates, in-scope membership or other program changes will be posted to the Amerigroup provider portal.