



Provider update

Home Health services for Amerigroup Amerivantage (Medicare Advantage) members to require prior authorization

Summary of change: Effective September 1, 2017, Amerigroup will require prior authorization of Home Health services for our Amerigroup Amerivantage members. This includes:

- Skilled nursing.
- Home Health aides.
- Therapies (physical therapy, occupational therapy and speech therapy).
- Medical social workers.

Beginning August 21, 2017, prior authorizations for dates of service September 1, 2017, and after can be obtained via fax, phone or website.

Fax: 1-844-834-2908

Phone: 1-844-411-9622

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

Note: This will be in effect for new requests for Home Health services starting on or after September 1, 2017. Any care that has begun prior to September 1, 2017, will not be subject to this requirement. If Home Health services need to be extended past September 1, 2017, please contact myNEXUS to request a prior authorization to be extended.

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

By working closely with the Home Health provider, myNEXUS will help ensure that our Amerigroup Amerivantage 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 authorizations. This will include a welcome letter and an invitation to orientation and training sessions.

The information in this update may be an update or change to your provider manual. Find the most current manual at <https://providers.amerigroup.com>.

In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.

Amerivantage is a D-SNP plan with a Medicare contract and a contract with the State Medicaid program. Enrollment in Amerivantage depends on contract renewal.

In New Mexico: Amerigroup Community Care of New Mexico, Inc. is an HMO plan with a Medicare contract. Enrollment in Amerivantage Classic depends on contract renewal.

A list of frequently asked questions and answers is available at <https://www.mynexuscare.com/anthem/>.

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