

myNEXUS Announcement

Program Updates in Response to COVID-19

April 17, 2020

Given the heightened international awareness, and the recent national state of emergency declaration, regarding the coronavirus disease of 2019 (COVID-19) pandemic, myNEXUS is providing updates to our Provider community regarding our response efforts.

With the surge expected to crest in the next 2-4 weeks, post-discharge planning and at-home care will become ever more important in relieving the burden on the healthcare system. Even though the surge has not yet occurred, COVID-19 is already creating new and unprecedented challenges to home care.

myNEXUS is committed to ensuring our Provider's patients continue to have access to the highest quality of care in the home.

Please see below for important updates:

- **myNEXUS Retro-Authorization Process:** understanding that in most of our service areas, individuals have been ordered to stay at home, normal operational working processes have been widely impacted.
 - **Effective immediately**, in order to promote accelerated access to care for our patients in need, and in anticipation of heightened capacity needs for home care, **for the next thirty (30) days myNEXUS will be extending our retro-authorization policy to 5 business days.**
 - After 30 days, myNEXUS will re-assess the need for any ongoing extension. Providers are still required to receive an authorization for services. We encourage Providers to request authorization as quickly as possible, so myNEXUS and our payor partners, can assist in the care management process and can deploy needed services for our Provider's patients, when necessary.
- **CMS and Regulatory Guidance:** myNEXUS will continue to monitor guidance related to Home Health services from CMS and other applicable regulatory bodies.
- **Telehealth and Remote Patient Monitoring:** myNEXUS is actively developing programmatic capabilities to allow for approved Home Health Providers to deploy Telehealth and Remote Patient Monitoring services into their patient's homes who are affected by or at risk of contracting COVID-19 and to address resource capacity within the home health agencies.
 - For more information regarding this program, please contact a myNEXUS Provider Representative by e-mail at Provider_Network@myNEXUScare.com or by phone at 844-411-9622, option 6.

As always, thank you for your continued dedication to providing high quality services to the patients we serve together.