

Home health services for Humana Medicare Advantage (MA) members

As of January 1, 2022, myNEXUS® is reviewing preauthorization requests for home health services for patients residing in Oklahoma (eff. 5/2018), Texas (eff. 4/2019) Georgia and South Carolina (eff. 9/1/2019), Ohio (eff. 1/1/21), Kentucky, Pennsylvania, West Virginia, and selection counties in New Jersey (Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, Salem-eff. 8/1/21) and select counties in Indiana (Floyd, Clark, Harrison-eff.10/1/21).

Preauthorization is not required for patients with Medicare Advantage private fee for service coverage. However, notification is requested for these plans, as it helps Humana coordinate care for your patients.

Please note that myNEXUS does not review preauthorization requests for physicians and other healthcare providers who participate in an independent practice association (IPA) or other risk network with delegated services. Those providers should refer to their IPA or risk network for guidance on processing preauthorization requests.

How to submit preauthorization requests to myNEXUS:

1. Have the following information at hand:

- Date services will be initiated
- Patient name, date of birth, health plan name, member ID
- Type of service(s) to be provided
- Diagnosis
- Presenting symptoms, condition, rationale for service(s)
- Clinical history (including history of inpatient, outpatient, alternate treatment modalities)
- Significant comorbidities, medical issues, complications
- Attending physician
- Home health contact person and phone number

2. Submit the preauthorization request via one of the following options:

- Online at <https://portal.mynexuscare.com> (registration required)
- Fax the authorization request form (available at <https://www.mynexuscare.com/humana/>) to 1-844-834-2908
- Call myNEXUS at 1-833-845-8684.

Questions may be directed to myNEXUS at 1-833-845-8684.

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