

Effective May 17th NorthCoast Providers Will Have Direct Access to the myNEXUS Provider Portal.

Direct portal access is available for NorthCoast Providers servicing Anthem MA individual members to verify eligibility, request and obtain authorizations, check status of requests, adjust dates (only HHA) and access clinical information. This process creates operational efficiencies to obtain timely authorizations for starts of care after you sign up for portal use. NorthCoast will receive a daily update of all NorthCoast Provider patient activity so we can process your claims quickly as well as assist you to troubleshoot unresolved items. **For any active patients with starts of care prior to May 17, please fax your ongoing re-authorization requests directly to NorthCoast at 216-591-2504 as these requests were created under NorthCoast's NPI number.**

AUTHORIZATIONS FOR ANTHEM MEDICARE ADVANTAGE MEMBERS WITH THE FOLLOWING PREFIXES:

- Ohio: JRI, JRG, VOC, VOD
- Indiana: XPF, VOK, XPK, XPG
- Kentucky: XPS, XTG, XTH, VOP

How to register for the myNEXUS Provider Portal:

- **Web Page:** portal.mynexuscare.com
- **Registration and Login:** <https://portal.mynexuscare.com/faq/RegistrationAndLogInVideo>
 - Once you have successfully registered for the provider portal you will receive an email within 24 hours with the following instructions:
 - You have registered to become a user of the myNEXUS Authorization portal. Your account is approved. Please complete our registration by using this **CHANGE PASSWORD LINK** to change your password.
 - If you do not receive an email within the 24 hour time-frame please check your spam folder; if you cannot locate it there please contact portal support.

The following web browsers work best with the myNEXUS Provider Portal: Internet Explorer and Google Chrome.

For questions related to the portal you may email Portal Support at portalsupport@mynexuscare.com. If you need additional assistance, please feel free to contact NorthCoast directly.

myNEXUS has recorded several training videos:

- myNEXUS Orientation: <https://attendee.gotowebinar.com/register/9054688643395078401>
- Portal Training Videos: <https://portal.mynexuscare.com/faq/helpandsupport>

myNEXUS Contact Information:

- **Phone:** 1-844-411-9622
- **Fax:** 1-844-834-2908
- **Provider Network:** provider_network@mynexuscare.com

IMPORTANT: Upon entering your authorization request into the portal, some NorthCoast Providers may be prompted to select the NorthCoast Provider Network option.

Start of Care Protocols:

The myNEXUS Start of Care Protocols were developed using traditional Medicare historical utilization data and Milliman Care Guidelines. They were developed to provide a home health agency with an expectation of what myNEXUS would automatically approve via the myNEXUS Provider Portal for the first 30 days of a home care episode. Additional visits can be requested above the protocols, typically to complete the episode of care. All requests that exceed the Start of Care Protocol will be reviewed by a myNEXUS clinician for medical necessity. Please note: all authorizations auto-approved per the Start of Care Protocols may be subjected to a review for medical necessity. The protocols are proprietary and confidential, and myNEXUS reserves the right to update them at any time.

Sub-Type	SN	PT	OT	ST	MSW	HHA	Total
General	5	4	1	0	0	2	12
THR/TKR	2	9	4	0	0	2	17
Wound General	8	0	0	0	0	0	8
Wound Vac	12	0	0	0	0	0	12
Foley	1	0	0	0	0	0	1
B12S	1	0	0	0	0	0	1
CVA	4	12	2	1	0	0	19
CHF	5	6	0	0	0	0	11
COPD	5	6	0	0	0	0	11
Diabetes	8	0	0	0	0	0	8
Sepsis	9	0	0	0	0	0	9
Neuromuscular Restorative	3	8	4	0	0	0	15
Neuromuscular Maintenance	1	5	0	0	0	0	6
UTI	5	0	0	0	0	0	5
CABG	5	6	0	0	0	0	11
Chemo	5	0	0	0	0	0	5

Reauthorizations: Please be sure to submit Reauthorization Requests 6 business days prior to using your last authorized visit.

NOMNC: A pre-populated **NOMNC** is sent with every authorization *in the event* the agency will discharge the patient; it is not indicating the patient must be discharged. The **NOMNC** must be given to the patient no later than **two calendar days before discharge**; it is issued when the last discipline discharges and all home care services are completed. The **NOMNC** and discharge OASIS need to be uploaded to the myNEXUS portal within 7 days.

Please note that you will be able to see only the authorizations you directly entered into the portal for starts of care from May 17th forward under your provider NPI in the myNEXUS portal. For any active patients with starts of care prior to May 17, please fax your ongoing re-authorization requests directly to NorthCoast at 216-591-2504 as these requests were created under NorthCoast’s NPI number.

NOTE: NorthCoast remains your Anthem NETWORK MANAGER for both MA and non-MA plans.