

Empire BlueCross

Home Health Services for Medicare Advantage Individual Members to Require Prior Authorization

Effective May 1, 2017, Empire BlueCross will require prior authorization of home health services for our individual Medicare Advantage members, including:

- Skilled Nursing
- Home Health Aide
- Therapies (Physical Therapy, Occupational Therapy and Speech Therapy)
- Medical Social Worker

Only the following Member ID Card alpha prefixes are included in this requirement:

- NY – VOF, VOG, JWX

Beginning April 17, 2017, prior authorizations for dates of service May 1, 2017 and after can be obtained via fax, phone, or portal:

Fax: 1-844-834-2908

Phone: 1-844-411-9622

Portal:

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

NOTE: This will be in effect for new requests for Home Health services starting on or after May 1, 2017. Any care that is in flight prior to May 1, 2017 will not be subject to this requirement, until the point that the care is needed to be extended, where applicable.

These prior authorizations will be reviewed and approved by myNEXUS. 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 Medicare Advantage 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 authorization program, including a Welcome letter and an invitation to Orientation and training sessions.

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

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Empire BlueCross BlueShield

Home Health Services for Medicare Advantage Individual Members to Require Prior Authorization

Effective May 1, 2017, Empire BlueCross BlueShield will require prior authorization of home health services for our individual Medicare Advantage members, including:

- Skilled Nursing
- Home Health Aide
- Therapies (Physical Therapy, Occupational Therapy and Speech Therapy)
- Medical Social Worker

Only the following Member ID Card alpha prefixes are included in this requirement:

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Beginning April 17, 2017, prior authorizations for dates of service May 1, 2017 and after can be obtained via fax, phone, or portal:

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By working closely with the home health provider, myNEXUS will help ensure that our Medicare Advantage 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 authorization program, including a Welcome letter and an invitation to Orientation and training sessions.

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

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