



# Provider Newsflash

## July 2021

### CareCentrix and Aetna Georgia Medicare Advantage Home Health Services Changes

#### Purpose of this communication:

- To notify participating home health providers of changes impacting Aetna Georgia (GA) Medicare Advantage home health services.

#### What do I need to know?

- Effective August 1, 2021, CareCentrix will no longer arrange home health services for Aetna GA Medicare Advantage members.
- CareCentrix will continue to arrange home health services for Aetna GA commercial members and Aetna Florida Medicare Advantage, DSNP and commercial members.
- This change does not impact any other health plan client and will not affect your provider agreement with CareCentrix.

I Have Questions About...	With Dates of Service	What Do I Need To Do?	Where or Who Should I Contact?	Anything Else I Should Know?
Service Registrations Requests	On or Before 7/31/21	Submit to CareCentrix	<ul style="list-style-type: none"> <li>HomeBridge® Provider Portal</li> <li>Contact information listed in the <a href="#">Provider Manual</a> on page 6</li> </ul>	CareCentrix will not accept requests for a service start date on or after 8/1/2021.
	On or After 8/1/21	Submit to myNEXUS	Contact myNEXUS at <ul style="list-style-type: none"> <li>Phone: 833-585-6262</li> <li>Fax: 866-996-0077</li> </ul>	
	Retrospective Requests or Edits to Prior Requests Dates of Service On or Before 7/31/21	Submit to CareCentrix by 8/30/21	HomeBridge® Provider Portal	
Claims	On or Before 7/31/21	Submit to CareCentrix following existing claims submission/billing processes	<ul style="list-style-type: none"> <li>HomeBridge® Provider Portal</li> <li>Contact information listed in the <a href="#">Provider Manual</a> on page 6</li> </ul>	Providers should ensure claims are submitted claims timely and to the appropriate party (CareCentrix or myNEXUS) based on the dates of service. Claims should be submitted as soon as possible and in accordance with your agreement to avoid claim denials.  Claims submitted to CareCentrix for Aetna GA Medicare Advantage members with start dates on or after 8/1/2021 will not be processed by CareCentrix and should be submitted directly to myNEXUS.
	On or After 8/1/21	Submit to myNEXUS	Contact myNEXUS at <ul style="list-style-type: none"> <li>Phone: 833-585-6262</li> <li>Fax: 866-996-0077</li> </ul>	

Thank you in advance for your cooperation and continued partnership.

### What do I need to do?

- Review the above information and attached FAQ for additional details on claims and more.

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## Aetna Georgia Medicare Advantage Transition – Effective 8/1/2021

### FREQUENTLY ASKED QUESTIONS (FAQ)

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#### General Questions

**Q-1: When is this change effective?**

**A-1:** August 1, 2021.

**Q-2: Which health plan members are impacted?**

**A-2:** All Aetna GA Medicare Advantage members are impacted. Other CareCentrix health plan members and your provider agreement with CareCentrix will not be affected. CareCentrix will continue to arrange home health services for Aetna GA commercial members and Aetna Florida Medicare Advantage, DSNP and commercial members.

**Q-3: Will CareCentrix continue to support any home health services for Aetna GA Medicare Advantage?**

**A-3:** No.

**Q-4: Will my contract with CareCentrix automatically terminate on 8/1/2021?**

**A-4:** No, this change will not affect your provider agreement with CareCentrix.

**Q-5: Will I still have access to the CareCentrix HomeBridge® Provider Portal after 7/31/2021?**

**A-5:** Yes, this change will not affect your ability to access HomeBridge® Provider Portal.

**Q-6: If I am contracted with CareCentrix, will that mean my organization is automatically considered in network with myNEXUS once the transition occurs?**

**A-6:** No, providers should contact myNEXUS directly for additional information related to contracting or credentialing.

**Q-7: Is there someone I can speak with at myNEXUS regarding contracting and rates?**

**A-7:** Please contact myNEXUS directly for additional information related to contracting or credentialing.

Contact myNEXUS at:

- Phone: 833-585-6262
- Fax: 866-966-0077

**Q-8: Can I disclose my contracted rates with CareCentrix to myNEXUS?**

**Thank you in advance for your cooperation and continued partnership.**

**A-8:** No. Your provider contract prohibits you from disclosing your contract rates with CareCentrix to myNEXUS.

**Q-9: Who should I call for claims and/or support for services rendered to Aetna GA Medicare Advantage members on or after 8/1/2021?**

**A-9:** Providers should utilize the following myNEXUS contact information for support for services rendered on or after 8/1/2021:

- Phone: 833-585-6262
- Fax: 866-996-0077

### Claims Related Questions

**Q-10: What is the timely filing deadline for claims for services provided prior to the transition?**

**A-10:** The timely filing deadline for claims is not impacted by this change. Please refer to your CareCentrix Provider Agreement and [Provider Manual](#). Clean claims must be filed at the address designated by CareCentrix within the time frame described in your Provider Agreement or within the period of time required by applicable law if longer.

**Q-11: Will Aetna GA Medicare Advantage offer claims support claims that are denied or rejected by CareCentrix?**

**A-11:** No, claims billed for services provided on or before 7/31/2021 must be resolved directly with CareCentrix using the claims resolution process outlined in your CareCentrix Provider Agreement and the [Provider Manual](#).

**Q-12: What if I accidentally send claims for dates of service on or after 8/1/2021 to CareCentrix instead of Aetna GA Medicare Advantage?**

**A-12:** Claims submitted to CareCentrix for Aetna GA Medicare Advantage members with a start date on or after 8/1/2021 will be rejected and should be submitted directly to myNEXUS.

**Q-13: Will reconsiderations and appeals still follow the same timeline?**

**A-13:** Providers should continue to follow the reconsideration and appeals processes defined in the CareCentrix [Provider Manual](#) for services provided on or before 7/31/2021. The process for reconsideration and appeals for claims with dates of service on or after 8/1/2021 must follow the process set forth by myNEXUS/Aetna GA Medicare Advantage.

**Q-14: Will I be subject to recoupments on or after 8/1/2021?**

**A-14:** Claims for dates of service prior to 8/1/2021 will be subject to the standard claims process, including recoupment where appropriate.

**Q-15: Will my ERA and EFT through CAQH be transferred to myNEXUS?**

**A-15:** No. CareCentrix cannot transition provider ERA and EFT enrollment to myNEXUS. Please contact myNEXUS at:

- Phone: 833-585-6262
- Fax: 866-996-0077

**Thank you in advance for your cooperation and continued partnership.**