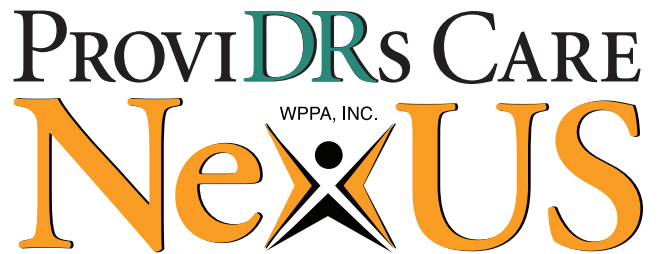


**Help lowering  
Health care costs  
begins here.**



## Understanding NexUS Health Care Plan Network

**Q** How is my per member, per month (pmpm) incentive calculated?

The pmpm is calculated based on your performance over a rolling 12 months in accordance with the methodology outlined in the Value-Based Incentive Program manual.

**Q** How often does my pmpm incentive change?

Participating PCP performance is evaluated quarterly and the pmpm incentive payment will be adjusted in accordance with the performance.

**Q** When will I receive my per member, per month incentive payment?

PCPs will receive their pmpm incentive payment within 120 days following the last day of each calendar year quarter.

**Q** How will I know who my NexUS members are?

Your Provider Representative will provide you a list of your NexUS members electronically on a monthly basis. If you wish to receive a member roster more frequently please contact your Provider Representative.

**Q** How do Tier 1 specialists and facilities impact my incentive?

We offer incentives to both members and PCPs to use Tier 1 facilities for specialists, labs and imaging services. A portion of the pmpm incentive payment evaluates the percent of imaging and lab spend in the outpatient hospital setting versus a Tier 1 facility.

**Q** How do I identify Tier 1 facilities and specialists?

We provide PCPs incentives to use the online provider directory to identify Tier 1 specialists and facilities. The online provider directory is available at <http://providrscare.net/find-a-doctor>. After selecting Find a Doctor, enter NexUS in the Group Number field. A list of Tier 1 specialists and Tier 1 facilities will populate in the directory.



Q

## What is the Care Navigator Program?

The Care Navigator program can help members develop a plan to improve their health. Members will learn about how to:

- Self-manage conditions
- Take your medications
- Eat well
- Exercise
- Stay healthy

Members can receive help managing their chronic conditions such as asthma, diabetes, chronic obstructive pulmonary disease (COPD), heart disease, high blood pressure, and obesity, as well as behavioral health conditions including as depression. The Care Navigator program can help members develop a plan to improve their health. This program serves members identified as needing comprehensive and disease-specific assessments, and re-assessments, along with the development of short- and long-term goals.

Our Care Navigator recognizes you are the cornerstone of patient care and will work with both you and the plan member to ensure he or she is fully informed of all covered treatment options in addition to the recommended options, expected effects, and any risks or side effects. The Care Navigator will review the member's plan of care with you and the patient on a regular basis.

Q

## Can I refer high-risk members to the Care Navigator Program?

You can. Refer high-risk patients who are NexUS plan members to the Care Navigator Program by using our Care Navigator Referral form. Visit [ProviDRsCare.net](http://ProviDRsCare.net) and select the Provider tab at top. On the next screen, under Documents, scroll down to the NexUS heading to find the form. Please complete the form and mail or fax it back to ProviDRs Care. We will call you back about your prospective Care Navigator Program participant in a timely manner.



**Providers, employers and employees working together  
to lower health care costs for communities.**