

BULLETIN
October 1, 2026

Important Notice Regarding Carelon:

We would like to inform you of an important upcoming change regarding our relationship with Carelon (formerly MyNexus). Please be advised that the agreement between CSI Network Services and Carelon for both Aetna and Anthem Medicare Advantage Programs will terminate effective **December 31, 2026**.

What this means for our participating agencies:

If your agency has a direct agreement with Carelon:

No immediate action is required at this time. Carelon will communicate directly with your agency regarding any additional information, requirements, or next steps related to this change.

If your agency does *not* have a direct agreement with Carelon:

You may contact Carelon to begin the contracting and recruitment process by completing the form available at the link:

<https://app.smartsheet.com/b/form/01a015a63c077984b8846b90164873e7>

Additionally, if your agency participates in the Wound Care Connect (WCC) Program through its CSI agreement, a direct agreement with Carelon that includes participation in the WCC Program will be required to continue providing services to eligible members after the termination date.

Referral, Authorizations and Claims Processing

CSI/Carelon agreement ends on December 31, 2026. As of January 1, 2027, the CSI option will no longer be active in the Carelon portal for new referrals.

CSI Authorizations will be terminated at the end of the recertification period *after* December 31, 2026. Your agency can continue to bill CSI for approved services through the end of the authorization date. Should the end of an authorization extend beyond the termination date of December 31, 2026, dates of services in 2027 will be paid per the CSI agreement through the end of the 60-day certification period or until the date of discharge, whichever comes first. For authorizations that extend past December 31st, upon the 60-day recertification, your agency must request a Network change and start a new authorization request with Carelon.

For additional questions regarding the transition of authorizations after December 31, 2026, please contact Carelon directly for guidance and assistance.

Network Participation Agreement Updates

CSI will distribute an amendment to participating agencies reflecting the termination of the Carelon exhibits and fee schedules associated with Aetna and Anthem Medicare Advantage under our current Network Participation Agreements.

We sincerely appreciate your continued partnership and support. We remain committed to serving our agency partners and assisting throughout this transition.

Please reach out to the CSI Network Department for any questions or concerns.
440-717-1700; Choose Option 2 for CSI; and Option 4 for Network Department.