

October 2021



## **ConnectCenter Training Webinars**

We are pleased to announce upcoming training webinars for the free electronic claims submission portal. These training webinars will provide step by step instructions on how to create an electronic claim and submit that claim to Network Health.

This free service will enable faster provider reimbursement, eliminate administrative costs, and help you meet Network Health's electronic claims submission requirement by January 1, 2022. We strongly encourage you to participate in these webinars and to share the invites with others that may benefit from attending. If you would like an electronic or paper ConnectCenter manual prior to the webinar, please reach out to your provider operations manager.

### **ConnectCenter Training Webinars**

**November 3, 2021 10 a.m. CST**

**[Register here](#)**

**November 10, 2021 10 a.m. CST**

**[Register here](#)**

**November 17, 2021 1 p.m. CST**

**[Register here](#)**

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# **Public Health Emergency (PHE) Extended**

On October 18, 2021 the PHE period was extended for another 90 days. We will continue to follow our PHE benefit exceptions during this extended timeframe.

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## **Important - Network Health Call Center**

Open enrollment is here which means our member experience team is experiencing higher call volumes than usual from our Medicare Advantage and Marketplace members.

We are asking providers utilize our secure provider portal to verify member eligibility, claim status, and member benefits. Change HealthCare is another option to verify member eligibility. If you or your team are not currently registered for the provider portal, please click [here](#) to begin the process. If you have questions regarding the registration process, please reach out to your provider operations manager.

If you prefer to speak with a representative from our member experience team, you may have significantly longer hold times and the team is limited to review one claim status and one eligibility status during open enrollment.

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## **Marketplace Participation**

In order to eliminate member and provider abrasion, Network Health added all participating providers to the Marketplace product line, which is under your Commercial reimbursement. Our provider informatics team issued provider validation rosters for third quarter indicating your participation in the Marketplace product line.

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## **Home Health 2022 Medicare Notice of Admission**

Network Health will not be enforcing the Notice of Admission (NOA) rule implemented by Centers for Medicare and Medicaid Services (CMS) effective January 1, 2022.

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## **eviCore Prior Authorization Program Expansion**

Network Health is expanding the Part D medical oncology prior authorization programs with eviCore healthcare. Beginning January 1, 2022, **for Medicare members only**, eviCore will be completing the prior authorization requests for Part D medications related to oncology indications. Please note that all non-oncology drug requests will continue to be submitted through Express Scripts.

### **Important Notes**

- Services performed without prior authorization will not be reimbursed and you may not seek reimbursement from members.
- Services performed in conjunction with an inpatient stay, observation or emergency room visit are not subject to authorization requirements.

eviCore's Clinical Guidelines and request forms are available on **their website** or on their **Network Health-specific page**.

Beginning November 15, 2021, the eviCore client and provider services department will be available to answer your questions and provide additional information. They can be reached at 800-646-0418 (option 4), Monday–Friday from 7 a.m. to 4 p.m.

**You are highly encouraged to attend one of the online orientation sessions below.** During these sessions, we will have a detailed discussion about the prior authorization requirements for Medicare Part D oncology and how to navigate the **eviCore website**. Time and participation permitting, these training sessions will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure you understand the prior authorization process.

### **Registration**

All online orientation sessions require advance registration. Each online orientation session is at no cost to you and will last approximately one hour. All sessions are scheduled in Central Time.

Name of Session	Date	Time
Network Health Medicare Part D Oncology Provider Orientation	December 14, 2021	1 p.m.
Network Health Medicare Part D Oncology Provider Orientation	December 16, 2021	noon
Network Health Medicare Part D Oncology Provider Orientation	January 6, 2022	1 p.m.

### How to Register

Please read the following instructions to register and participate in a session.

1. Once you have decided upon a provider-specific session, please [click here](#).
2. Click on the menu bar on the far-left side, then choose **Webex Training**.
3. Under **Live Sessions**, click the **Upcoming** tab, then enter the desired topic name exactly as below and search for your session.
  - **Network Health Medicare Part D Oncology Provider Orientation**
4. Click **Register** next to the session(s) with the date and time you wish to attend.
5. Complete the registration information.

After you have registered for the conference, you'll receive an email containing the phone number, meeting number, conference password, and a link to the web portion of the session.

**Please keep the registration email** so you have the link to the web conference and the call-in number for the session in which you will be participating.

If you are unable to participate in a session, you can obtain a copy of the presentation as well as other important documents [here](#). Documents are available in PDF format. If you need Adobe Reader, you can download it from [adobe.com/products/reader](https://adobe.com/products/reader).

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# Network Health Medicare Plans Earn High Quality Ratings

The Centers for Medicare and Medicaid Services (CMS) released its annual quality rankings. For the 2022 plan year, Network Health earned a 5 out of 5-Star Rating for its Medicare Advantage PPO plans. This is Medicare's highest possible rating, reflecting the extra steps Network Health takes to do what's right for its members.

Network Health partners with exceptional providers, like you, to give members access to quality health care and maintained a 5-Star Rating for health quality for the past three years. Network Health also earned 5 out of 5 Stars for its Medicare Part D PPO prescription drug plans for the fifth year in a row.

The coronavirus caused delays in care, nationwide. Network Health earned 5 Stars for the getting needed care and preventive care measures, despite the impact of the coronavirus. This is the direct impact of clinical integration and the focus on getting members the right care, at the right time and in the right setting.

Thank you for your collaboration and partnership in this achievement.

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If you are not a current subscriber to *The Pulse* and you would like to be added to the mailing list, please [email us today](#).

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