

## Member Experience

Group  
**800-826-0940** or **920-720-1300**  
 Individual and Family  
**855-275-1400** or **920-720-1400**  
 State of Wisconsin (ETF)  
**844-625-2208** or **920-720-1811**

## Medicare Member Experience

**800-378-5234** or **920-720-1345**

## Shared Resources

### Utilization Management Contacts (Commercial and Medicare)

Find a complete listing of services on [networkhealth.com](http://networkhealth.com) in the **Provider Resources** section under Authorization Information.  
 Phone: **866-709-0019** or **920-720-1602**  
 Fax: 920-720-1916

### Claims Resources

Find information on [networkhealth.com](http://networkhealth.com) in the **Provider Resources** section under Claims Resources.

### Change Healthcare

Electronic claims submission and Electronic Fund Transfer (EFT)  
 888-363-3361  
 Payer ID 39144  
 Payer ID 77076

### eviCore Healthcare authorization

Non-emergent services  
**Services Medicare line of business only**

- Gastroenterology services (EGDs, Capsule Endoscopy, non-preventive colonoscopy)
- Hip, knee and shoulder procedures
- Molecular genetic lab
- Medical oncology
- Outpatient interventional pain injections and procedures
- Outpatient radiation oncology therapy
- Outpatient therapy services (PT/OT)
- Effective 01/01/2022: Part D Medical oncology drugs

Online: 24/7 [myportal@evicore.com](mailto:myportal@evicore.com)  
**855-727-7444**  
<https://www.evicore.com/resources/health-plan/network-health-wisconsin>

### eviCore Healthcare authorization

Non-emergent services  
**Services Commercial lines of business only**

- All ambulatory cardiac diagnostics including diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms, tran esophageal echocardiograms and transthoracic echocardiograms
- All ambulatory CT, MRI, MRA, PET scans
- All cervical, thoracic and lumbar spine surgical procedures
- Gastroenterology services (EGDs, Capsule Endoscopy, non-preventive colonoscopy)
- Hip, knee and shoulder procedures
- Molecular genetic lab
- Medical oncology
- Outpatient interventional pain injections and procedures
- Outpatient radiation oncology therapy
- Outpatient therapy services (PT/OT)

Online: 24/7 [myportal@evicore.com](mailto:myportal@evicore.com)  
**855-727-7444**  
<https://www.evicore.com/resources/health-plan/network-health-wisconsin>

### Behavioral Health Care Management

**800-555-3616** or **920-720-1340**

### Case Management

**800-236-0208** or **920-720-1600**

### Member Grievance

Fax: 920-720-1832

### iExchange Authorization Portal

- Network Health online prior authorization application for IP stays, DME and more
- Link is located on Network Health provider portal.
- Contact Utilization Management for more information

### Online Resources

Visit [networkhealth.com/providers](http://networkhealth.com/providers) for additional online resources.

- Preferred drug lists
- Claims policies
- Pharmacy guidelines
- Prior authorization and case management
- Credentialing policies and procedures
- Change Health Care and Electronic Fund Transfer (EFT) information
- [The Consult](#) (provider e-newsletter)
- [The Pulse](#) (provider e-newsletter)
- [The Script](#) (provider e-newsletter)

## Provider Portal

**800-769-3186**

Click My Login in the upper right corner of [networkhealth.com](http://networkhealth.com).

- Eligibility
- CES claims review tool
- Claims status
- Claims rejection report
- iExchange online prior authorization portal
- Provider dispute application

## Pharmacy Benefits

### Express Scripts ESI

**800-922-1557**

### Pharmacy prior authorization

Commercial  
**800-209-0981**  
 Fax: 877-251-5896  
 Health Insurance Exchange (Marketplace)  
**800-224-1062**  
 Fax: 877-251-5896  
 Navitus HealthCare (ETF members)  
**866-333-2757**  
 Navitus MedicareRx (ETF Medicare eligible retirees)  
**866-270-3877**  
 Medicare  
**866-544-6962**

### Care Continuum

**877-787-8705**  
 Fax: 877-860-8866  
 Preferred method of submission  
[provider@express-path.com](mailto:provider@express-path.com)