

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 Provider Line

855-580-9935 or **920-720-1460**

Shared Resources

Utilization Management Contacts (Commercial and Medicare)

Find a complete listing of services on 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 in the **Provider Resources** section under Claims Resources.

ECHO Health, Inc.

Electronic claims submission and Electronic Fund Transfer (EFT)
 888-834-3511
 Commercial claims - 39144
 Medicare claims - 77076

eviCore Healthcare Authorization

Non-emergent services
Services Medicare line of business only

- 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)
- Peripheral vascular disease treatments
- Part D Medical oncology drugs

Online: 24/7 www.evicore.com
855-727-7444

<https://www.evicore.com/resources/healthplan/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)
- Peripheral vascular disease treatments

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855-727-7444

<https://www.evicore.com/resources/healthplan/network-health-wisconsin>

Behavioral Health Care Management and Case Management

866-709-0019 or **920-720-1602**

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 for additional online resources.

- Claims policies
- Credentialing policies and procedures
- Electronic Fund Transfer (EFT) information
- Medicare Benefits at a Glance
- Pharmacy guidelines
- Preferred drug lists
- Prior authorization and case management
- **The Consult** (quality/gaps in care e-newsletter for providers)
- **The Pulse** (operations e-newsletter for providers)
- **The Script** (pharmacy e-newsletter for providers)

Provider Portal

800-769-3186

Click My Login in the upper right corner of 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

Commercial

800-309-7583

Individual and Family

800-340-1305

Medicare

800-316-3107

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