



**Services Requiring Prior Authorization
Effective January 1, 2020**

Network Health and Horizon Home Health & Hospice Self-Insured Plans

Service category	Services details	Who to contact for prior authorization review
General authorization	Services considered experimental, investigational, unproven or for research purposes, including all CPT category III codes	Network Health at 844-547-9373 or 920-628-7150
Inpatient services: medical, surgical, obstetrical, and behavioral and mental health services, including:	Acute hospital	Network Health at 844-547-9373 or 920-628-7150
	Long term acute care (LTAC)	
	Maternity — vaginal delivery and newborn stays over two days; Cesarean delivery and newborn stays over four days	
	Mental health/behavioral health/substance abuse	
	Neonatal intensive care unit (NICU)	
	Rehabilitation	
	Skilled nursing facility (SNF)	
	Sub-acute, swing bed and transitional care	
Transplant services	Solid organ and bone marrow/stem cell transplant services including evaluation and work-up	Network Health at 844-547-9373 or 920-628-7150
Surgical procedures	Implantable cardioverter-defibrillator insertion or replacement	Network Health at 844-547-9373 or 920-628-7150
	Magnetic sphincter augmentation procedures for the treatment of GERD (LINX)	
	Orthognathic prognathic maxillofacial surgery	
	Temporomandibular joint disorder (TMD) surgical services	
	Implantable pain pump insertion or replacement	eviCore at 855-727-7444 or myportal@evicore.com
	Implantable spinal neurostimulator insertion, revision or removal	
Cosmetic procedures, including, but not limited to:	Blepharoplasty, canthoplexy, canthoplasty and brow ptosis	Network Health at 844-547-9373 or 920-628-7150
	Botox injections	
	Breast implant removal/replacement	
	Dermabrasion and chemical peel	
	Liposuction and lipectomy	
	Mammoplasty reduction or augmentation	
	Otoplasty	
	Panniculectomy and other excess skin removal	
	Pectus excavatum repair	
	Port wine stain removal	
	Rhinoplasty, rhytidectomy	
	Vein sclerosing and laser ablation	
Durable medical equipment (DME)	Communication Devices	Network Health at 844-547-9373 or 920-628-7150
	Continuous passive motion (CPM) and progressive stretch devices	
	Cranial orthotic	

Updated 1/1/2019- removed authorization requirements for total ankle replacement, septoplasty, UPPP, mattresses, hospice and life vests. 2/1/19- added Molecular genetic lab testing and medical oncology services under eviCore prior auth requirements. 3/13/19- clarified stimulators and where review takes place. 5/1/19 added CCUM. 1/1/2020 removed insulin pumps, INR devices, continuous glucose monitors, hearing aids, ventilators and cochlear implants. Increased the prosthetics dollar threshold to \$5,000.

Durable medical equipment (DME) continued	Hospital beds	Network Health at 844-547-9373 or 920-628-7150
	Lymphedema pumps, garments, and pneumatic compression	
	Mobile cardiac outpatient telemetry (MCOT) (a.k.a. outpatient heart monitoring)	
	Orthotics over \$1,000 based on retail purchase price	
	Patient lifts (e.g., electric, Hoyer, hydraulic)	
	Power operated vehicles and scooters	
	Prosthetics over \$5,000 based on retail purchase price	
	Repairs or replacement of DME over \$1500 based on retail purchase price	
	Seat lifts	
	Wheelchair accessories, including but not limited to, power joystick control, power tiller control, power seat tilt, power seat recline and power leg elevation.	
	Bone growth stimulators	
	Neuromuscular stimulators for bowel and bladder conditions	
Other procedures and services:	Acupuncture	Network Health at 844-547-9373 or 920-628-7150
	Ambulance transfers —facility to facility and/or non-emergent ambulance transfer	
	Dental care for accidents	
	Dental care in a hospital or ambulatory surgical center	
	Skin Substitutes products- application and use	
	Certain medications under your medical benefit	Phone 877-787-8705 Fax: 877-860-8866 OR online at ExpressPath portal www.express-path.com
Non-emergent services prior authorization through eviCore	All ambulatory computed tomography (CT) scans	eviCore at 855-727-7444 or myportal@evicore.com
	Cardiac diagnostics, including diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms, transesophageal echocardiograms, transthoracic echocardiograms	
	Cervical, lumbar and thoracic spine procedures/surgeries	
	Interventional pain injections and procedures	
	DME: Electrical stimulation devices (spinal)	
	DME: Pain pumps	
	All ambulatory magnetic resonance imaging (MRI) scans	
	All ambulatory magnetic resonance angiography (MRA) scans	
	All ambulatory positron emission tomography (PET) scans	
	Molecular genetic lab testing	
	Medical oncology	
	Radiation oncology treatments	
	Shoulder, hip and knee procedures	

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All outpatient medications should be directed to Express Scripts/CCUM at

Phone 877-787-8705

Fax: 877-860-8866

Online: ExpressPath portal www.express-path.com

For authorization, please provide the CPT, HCPCS, and/or revenue code appropriate for the planned service.

Whether Network Health is the primary, secondary or tertiary insurer, authorization procedures must be followed to receive coverage.

Authorization is not a guarantee of payment. Claims will be denied if they do not meet with all the terms and provisions of the effective coverage document. Actual benefits will be determined when the claim or bill is submitted to Network Health.

Certain services are directly excluded from coverage under the covered person's summary plan description (SPD) and will be reviewed when a claim is submitted to determine benefit availability and claim payment. Post service claims may be reviewed for medical necessity.

CONTACT INFORMATION:

Commercial Care Management for medical service authorizations.

Phone: 844-547-9373 or 920-628-7150

Fax: 920-720-1903

Network Health Customer Service for benefits and eligibility.

Phone: 844-300-5537 or 920-720-1370

Our new provider portal is now live. For 24/7 access to view benefits and eligibility, submit online authorization requests and more, register and use our provider portal at login.networkhealth.com.

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