



**Services Requiring Prior Authorization**  
**Effective January 1, 2020**  
**Individual and Family Plans (IFP) and Small Group ACA Plans**

Service category	Service details	Who to contact for prior authorization review
<b>General authorization</b>	Services considered experimental, investigational, unproven or for research purposes, including all CPT category III codes.	Network Health at 800-236-0208 or 920-720-1600
<b>Inpatient admissions</b>	Acute hospital	Network Health at 800-236-0208 or 920-720-1600
	Long term acute care (LTAC)	
	Maternity — vaginal delivery stays over two days; Cesarean delivery stays over four days	
	Mental health/substance abuse and/or residential treatment	
	Neonatal intensive care unit (NICU)	
	Rehabilitation	
	Skilled nursing facility (SNF)	
	Swing bed/sub-acute hospital/transitional care	
<b>Outpatient services from eviCore:</b>	Cardiac diagnostics, including diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms, transesophageal echocardiograms, transthoracic echocardiograms.	eviCore at 855-727-7444 or <a href="mailto:myportal@evicore.com">myportal@evicore.com</a>
	Computed tomography (CT) scans	
	Cervical, lumbar and thoracic spine surgeries	
	Interventional pain injections and procedures	
	Magnetic resonance imaging (MRI) scans	
	Magnetic resonance angiography (MRA) scans	
	Nuclear cardiology studies	
	Positron emission tomography (PET) scans	
	Molecular genetic lab testing	
	Medical oncology	
	Radiation oncology treatments	
	Shoulder, hip and knee procedures	
	DME: Electrical stimulation devices (spinal)	
	DME: Pain pumps	

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, continuous passive motion (CPM) devices; Added accidental dental services. Increased the prosthetics dollar threshold to \$5,000.

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<b>Transplant services</b>	Solid organ and bone marrow/stem cell transplant services including evaluation, work-up and surgeries.	Network Health at 800-236-0208 or 920-720-1600
<b>Other surgery</b>	Implantable pain pump insertion or replacement	eviCore at 855-727-7444 or <a href="mailto:myportal@evicore.com">myportal@evicore.com</a>
	Implantable spinal neurostimulator insertion, revision or removal	
	Implantable cardioverter-defibrillator insertion or replacement	Network Health at 800-236-0208 or 920-720-1600
	Magnetic sphincter augmentation procedures for the treatment of GERD (LINX)	
	Orthognathic prognathic maxillofacial surgery	
	Transgender surgery; sex reassignment surgery	
	Temporomandibular joint disorder (TMD) surgical services	
<b>Cosmetic procedures, including, but not limited to:</b>	Blepharoplasty, canthoplexy, canthoplasty and brow ptosis	Network Health at 800-236-0208 or 920-720-1600
	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	
	Services that could be considered cosmetic	
<b>Durable medical equipment (DME) for use at home:</b>	Communication devices	Network Health at 800-236-0208 or 920-720-1600
	Progressive stretch devices	
	Cranial orthotics	
	Wheelchairs: manual, electric and customizations	
	Hospital beds	
	Lymphedema pumps, garments, and pneumatic compression	

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	Mobile cardiac outpatient telemetry (MCOT) (a.k.a. outpatient heart monitoring)	
<b>DME for use at home (cont.):</b>	Orthotics over \$1,000 based on retail purchase price	Network Health at 800-236-0208 or 920-720-1600
	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 \$1,500 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 urinary conditions	
<b>Other Services</b>	Facility-to-facility and/or non-emergent ambulance transfers	Network Health at 800-236-0208 or 920-720-1600
	Hospital or ambulatory surgery center charges in conjunction with dental care	
	Accidental Dental services	
	Skin Substitute products- application and use	
	Certain medications under your medical benefit	Phone 877-787-8705 Fax: 877-860-8866 OR online at ExpressPath portal <a href="http://www.express-path.com">www.express-path.com</a>

**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](http://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.**

**All services must be medically necessary. Certain services are directly excluded from coverage under the various coverage documents (e.g., bariatric surgery, mental health transitional care and acupuncture, etc.) and will be reviewed when a claim is submitted to determine benefit availability and claim payment.**

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**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.**

**Network Health reserves the right to review all claims for medical necessity.**

**CONTACT INFORMATION:**

**Individual and Family Plan customer service** for benefits and eligibility.

Phone: 855-275-1400 or 920-720-1400

**Health Insurance Exchange (HIX) customer service** for benefits and eligibility.

Phone: 855-275-1400 or 920-720-1400

**Our new provider portal is now live!** For 24/7 access to view benefits and eligibility, submit online authorization requests and more, please register at <https://login.networkhealth.com>

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