

Services Requiring Prior Authorization Effective April 1, 2022

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 866-709-0019 or 920-720-1602
Inpatient services: medical, surgical, obstetrical, and behavioral and mental health services, including:	Acute hospital Long term acute care (LTAC)	Network Health at 866-709-0019 or 920-720-1602
	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 CAR-t Cell Therapy	Network Health at 866-709-0019 or 920-720-1602
Surgical procedures	Implantable cardioverter-defibrillator insertion or replacement Magnetic sphincter augmentation procedures for the treatment of GERD (LINX)	Network Health at 866-709-0019 or 920-720-1602
	Orthognathic prognathic maxillofacial surgery Temporomandibular joint disorder (TMD) surgical services Bariatric (weight loss) procedures	
Cosmetic procedures, including, but not limited to:	Blepharoplasty, canthoplexy, canthoplasty and brow ptosis Botox injections (auth required through CCUM) Breast implant removal/replacement Dermabrasion and chemical peel Liposuction and lipectomy Mammoplasty reduction or augmentation Otoplasty	Network Health at 866-709-0019 or 920-720-1602
	Panniculectomy and other excess skin removal Pectus excavatum repair Port wine stain removal Rhinoplasty, rhytidectomy Vein sclerosing and laser ablation Any other procedures potentially cosmetic in nature	
Durable medical equipment (DME)	Communication Devices Continuous passive motion (CPM) and progressive stretch devices Cranial orthotic	Network Health at 866-709-0019 or 920-720-1602

Lymphedema pumps, garments, and pneumatic compression Mobile cardiac outpatient beart 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 Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs or replacement of DME over \$1500 based on retail purchase price Repairs of	Durable medical equipment (DME) continued	Hospital beds	Network Health at 866-709-0019 or 920-720-1602
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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.

You can find a list of authorization changes in the authorization information section of the provider resources page on www.networkhealth.com

CONTACT INFORMATION:

Commercial Care Management for medical service authorizations.

Phone: 866-709-0019 or 920-720-1602

Fax: 920-720-1916

Network Health Member Experience 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.