

Family Savings Plan™ Provider FAQ



What is the Network Health Family Savings Plan (FSP)?

The Network Health FSP is a medical and prescription drug reimbursement plan that provides members 100 percent reimbursement for eligible out-of-pocket health care expenses (copayments, coinsurance and deductibles). FSP is funded by the employer for participants who are eligible under an alternate employer insurance plan.

Network Health partners with Catilize Health to administer this plan. **Please note, the medical and drug reimbursement is funded by the member's employer.** This plan benefits providers by reducing collections of out-of-pocket costs from patients, as the payment will be issued directly to you by Catilize Health.

Please update your staff, including those who register your patients at the time of check in, regarding this plan. If you have any questions or concerns, please reach out to your Provider Operations Manager.

How do providers bill for services?

Participants will present two different insurance cards for submitting claims.

- Primary insurance ID card (primary alternate coverage)
- FSP ID card

First, send the claim to the primary insurance.

Then, the remaining out of pocket costs should be submitted to Network Health

Attn: Family Savings Plan
P.O. Box 1725
Brookfield, WI 53008-1725
Fax: 262-825-9690


Please submit all claims on an HCFA 1500 or a UB-04 form.

Finally, Catilize Health processes and pays providers directly for copayments, coinsurance and deductibles.

What lines of business/products are included in FSP?

Fully insured and self-insured plans are included in FSP. Medicare plans are NOT included.

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 networkhealth.com	<Company Name> POLICY: Family Savings Plan™ GROUP NUMBER: <Group number> EFFECTIVE DATE: <Effective Date>	
Member Name: MemberName01	Member ID#: <123456789>	FAMILY SAVINGS PLAN PAYS FOR COPAYMENTS, COINSURANCE AND DEDUCTIBLES ONLY
Dependents: MemberName02 MemberName03 MemberName04		Pharmacy Information: Rx BIN: <015433> RxPCN: <SSN> RxGrp: <Group>
Note: Enrollee's other employer-sponsored health plan coverage must be submitted first.		FOR PRESCRIPTION COVERAGE, SHOW YOUR FAMILY SAVINGS PLAN ID CARD AT THE PHARMACY

Always submit your documentation for reimbursement with a Claim Reimbursement Form, which is available at <https://networkhealth.com/fsp-claim-reimbursement-form.pdf>. Questions? Call 1-877-872-4232.

Network Health
ATTN: Family Savings Plan
P.O. Box 1725
Brookfield, WI 53008-1725
Fax: 262-825-9690
Secure Email: familysavingsplan@networkhealth.com
Only email documents if you have access to secure email.

The Family Savings Plan is a self-insured program offered by your employer. Medical claims must be filed with your other employer-sponsored health plan prior to submission to Network Health to ensure proper payment of services. Providers are paid directly for outstanding balances related to eligible copayments, coinsurance and deductibles.



Can the claim form be faxed?

The claim form can be submitted two different ways, including fax.

Mail

Attn: Family Savings Plan
P.O. Box 1725
Brookfield, WI 53008-1725

Fax

262-825-9690

What do I do if I have a question about claims?

For claims questions, call 262-825-9665.

How many members participate in FSP?

As of January 2026, there are 3,300 members enrolled in the FSP program and it is continuing to grow.

Where is FSP offered?

We have several groups in northeast and southeast Wisconsin, as well as out of state.

Does Network Health allow electronic submissions?

No, we currently do not allow electronic submissions.

Can a member have Network Health commercial insurance and participate in the FSP program?

Yes, this can occur if the member's spouse is employed with a group that has Network Health insurance coverage and the member's employer provides the FSP program as a benefit.

What happens if a provider's office selects Network Health Insurance at the time of registration versus Network Health Family Savings Plan?

The claim will be sent to our standard claims billing department and will be denied as member not eligible. The FSP program is separate from our other lines of business. The claims address and customer service are unique to FSP only.

What vendors are used to administer the FSP program?

Catilize Health processes FSP medical claims. **Livinti (formerly Southern Scripts)** processes FSP pharmacy claims.

Can I verify claim status and member eligibility on Network Health's provider portal?

No, we currently do not have a provider portal for FSP.

