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July 2020



July Authorization List with Codes

Network Health is excited to announce that we are finally able to publicly post our master prior authorization list, which includes CPT and HCPCs codes. The master list is in excel format and will be posted with our other authorization information and resources in the provider resources section of networkhealth.com. A recorded tutorial will also be available, to help explain how the list is organized. Please note any additions to the prior authorization requirements will be communicated a minimum of 30 days in advance via our monthly newsletter, The Pulse. If you have any questions you may reach our utilization management department at 920-720-1602.

iExchange Browser Updates

iExchange Portal Users:

Effective 7/25/20 the supported browsers for iExchange are changing. In accordance with Microsoft's decision to eliminate support for lower version of Internet Explorer (IE), IE versions 7 through 10 will be sunset.

Supported browsers for the continued use of iExchange include, IE 11, Mozilla Firefox (all

versions) or Google Chrome (all versions).

Please contact Network Health's utilization management department with any questions at 920-720-1602.

Prevent T2 Program

August 13, 2020 will mark the start of the NH Prevent T2 Program – a proven program to prevent or delay type 2 diabetes. Presented by Network Health lifestyle coaches, Prevent T2 is part of the National Diabetes Prevention Program, led by the Centers for Disease Control and Prevention (CDC). This program is designed to help you make small changes that make a big difference to your health. Check out the [success](#) from last year's class.

How does the program work?

Network Health members (Medicare and State of WI members and Network Health employees) will connect and share goals and obstacles. It will be a distance learning group from 5:30-6:30 p.m. beginning August 13, 2020 through July 25, 2021.

- Weekly for the first 16 weeks
- Biweekly for weeks 17-20
- Monthly for weeks 21-25

This free program also includes guest speakers and incentives, including a Fitbit.

Classes will be held via secure WebEx video conference calls. For questions please email NHpreventT2@networkhealth.com

Reminder - New Provider Dispute Application

Network Health successfully launched our improved provider dispute application Wednesday, July 23, 2020. To utilize this application, providers must be registered users of our provider portal. Please visit <https://networkhealth.com/provider-resources/claims-policies-and-procedures> to review the Provider Dispute Policy and the Provider Dispute Procedure.

If you have any questions regarding the new application or the registration process, please contact our Customer Service Department at 800-769-3186.

COVID-19 Relief Plan Transportation and Meal Benefits for Medicare Advantage members

Do any of your patients who are NH Medicare Advantage members need a ride to their annual wellness or other doctor appointments? We can help.

Members of Network Health's PPO, HMO and PPO SNP Medicare Advantage Plans* have expanded benefits which includes unlimited non-emergent transportation at no cost to medical or health related destinations within the Network Health service area.

To set up transportation, your patient can call Aryv at 855-923-1113 (TTY 711) or visit the Aryv website at aryv.com/Network-Health.

Recovering after an inpatient hospital stay can be difficult. Network Health's PPO and HMO Plan PPO SNP Medicare Advantage Plans* members receive 14 meals after discharge from an inpatient hospitalization to home.

The meals are delivered right to the member's home, after a qualifying inpatient hospital stay.

To take advantage of this benefit, contact the Network Health Care Management Department at 866-709-0019 (TTY 800-947-3529), Monday-Friday from 8 a.m. to 5 p.m. NH will need to confirm discharge within seven days of the discharge date to approve the meals.

Revised Recoupment Form

We have updated our recoupment request form

<https://networkhealth.com/assets/pdf/provider-resources/claims-resources/recoupment-request-form.pdf> which is located on our provider page under Claims Policies and Procedures.

This form should only be used when requesting a full claim recoupment.

If you have any questions, please contact our Payment & Integrity Department at the email or fax number listed on the form.

Updated Provider Information Form and Telehealth

With the everchanging landscape of health care, we are trying to capture new providers that will be performing telehealth services through our Provider Information Form (PIF). In addition to, we will be sending a survey monkey to capture existing providers that perform telehealth. Please be on the lookout for the survey in the near future. Please make sure that you update the PIF you may have saved to your files. You may access the updated PIF here:

<https://networkhealth.com/assets/pdf/provider-resources/general-provider/provider-information-form.pdf>

Wellness Activity Incentive Programs

Network Health has several incentive programs for specific plans to encourage members to engage in wellness activities. We offer this to promote the importance of the

relationship with a personal doctor and to focus on prevention and immunizations. For members that are eligible for an incentive, please contact Network Health.

If you are not a current subscriber to The Pulse and you would like to be added to the mailing list, please [email us today](#).

Current and archived issues of The Pulse, The Script and The Consult are available at networkhealth.com/provider-resources/news-and-announcements.



Don't forget to check us out on social media



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HMO plans underwritten by Network Health Plan. POS plans underwritten by Network Health Insurance Corporation, or Network Health Insurance Corporation and Network Health Plan. Self-insured plans administered by Network Health Administrative Services, LLC. Network Health Medicare Advantage plans include MSA and PPO plans with a Medicare contract. NetworkCares is a PPO SNP plan with a Medicare contract and a contract with the Wisconsin Medicaid program. Enrollment in Network Health Medicare Advantage plans depends on contract renewal.