

December 2019



2020 ID Cards

For help identifying Network Health plan types and benefits, our [2020 Sample ID Cards](#) reference sheet is now available on networkhealth.com.

This tool shows examples of all Network Health ID card templates for our commercial group, individual and family and Medicare plans.

As a reminder, all Network Health commercial members are receiving a new ID card for 2020, due to our transition to ESI as our pharmacy benefits manager for all products. Medicare members received their 2020 ID card in October.

Holidays

Network Health offices will be closed on the following dates.

- Tuesday, December 24
- Wednesday, December 25

2020 Benefits Training and FAQs

Earlier this year, we heard from you that you'd like more information and education on Network Health's plan benefits. We recently hosted a 2020 Medicare and Individual and Family Plans WebEx training for providers and many of you attended.

If you missed the training or were unable to attend, you can access the training slide deck at the link below. In addition, we collected the frequently asked questions and you can reference the answers in the FAQ document. Below, you'll find some highlights on changes and the new benefits being added.

[2020 Medicare and Individual Family Plans Benefit Training Provider FAQ](#)

If you'd like a copy of the live recording, please reach out to your Network Health Provider Operations Manager.

- Jill Stoken 920-720-1505
- Liz Gillis 920-720-1517
- Natalie Knaack 920-720-1644

Pharmacy Network Updates

On January 1, 2020, Network Health pharmacy benefits for our employer and individual commercial products will be administered by Express Scripts, Inc.® (ESI). ESI has been the pharmacy benefits manager for Network Health Medicare members since 2005, so they are not impacted by this change. By adding commercial members to the same PBM, we will create additional efficiencies and cost savings.

Beginning August 1, 2019, Walgreens pharmacies became in-network for all Network Health members.

With the PBM change, many large retailers, including Walgreens, Costco, Meijer, Pick 'n Save, Walmart and Sam's Club will continue to be in-network. CVS/caremark™ (including Target) pharmacies will be out-of-network beginning January 1, 2020.

If members currently use a CVS/caremark pharmacy, we have advised them to refill prescriptions in December 2019 to cover their medication needs until they transfer their pharmacy files to an in-network pharmacy on January 1, 2020.

Members and providers can search the entire updated pharmacy network, both retail and mail order, through our [Find a Pharmacy](#) tool.

Medicare and Individual and Family Plan Highlights

2020 Network Health Medicare Advantage plan documents are available on the [Plan Materials](#) page of [networkhealth.com](#). We've also posted a [2020 Medicare Benefits at a Glance chart](#). A few highlights include the following.

- All of our Medicare Advantage members received their 2020 ID card in October.
- Enhancements to our Medicare plans include the following.
 - No drug deductible on Tier 1-3 medications (most plans with drug coverage)
 - A caregiver benefit has been added to all plans, offering support and local resources for members who are caring for other loved ones and for members' authorized representatives
 - An over-the-counter drug benefit of \$50 per quarter has been added to some plans
 - Wellness rewards are being added for our NetworkPrime (MSA) members to encourage them to have their annual wellness visit, routine labs and get a flu shot.

2020 individual and family plan information is available on the [individual and family Available Plans](#) page of [networkhealth.com](#). Our 2020 plans are being offered at reduced rates and feature the following. These plans are all HMO plans, so providers **must** refer individual and family members to in-network providers. **Services will not be covered** if an individual or family plan member is referred to a provider outside the network. In-network providers can be found at [networkhealth.com/find-a-doctor-prestige](#). New for 2020, providers may refer members throughout our [individual and family plan northeast and southeast Wisconsin](#) service area. The provider network is combined across both areas.

- \$0 preventive care services
- \$0 annual vision exam through EyeMed
- \$0 routine dental exam, cleaning and x-ray through Argus Dental
- \$0 virtual doctor visits (for some plans, deductible must be met first)
- A Momentum healthy rewards program, where members can earn a \$100 gift card for completing four tasks essential to their health and wellness.

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



networkhealth.com

[1570 Midway Place](#)
[Menasha, WI 54952](#)

800-826-0940 or 920-720-1300
