

The pulse



Keeping you in rhythm
with provider news
and updates

A Note About Coronavirus and COVID-19

As you know, the coronavirus (SARS-CoV-2) and accompanying disease, COVID-19, are topics that have rightfully dominated the news cycle, and will continue to do so for the foreseeable future. As the news changes frequently – even daily – our goal is to provide the most accurate and timely information available. To this end, we've created [a page on the Network Health website](#) that is updated as information on our plan details and provider networks materializes. For additional information, please contact Network Health directly.

Self-Administration of Medications: Change in Site of Care

As additional safety data emerges, you may see medications that were previously only injected at a doctor's office move to self-administration at home. Examples that will be effective 6/1/2020 include Cimzia, Dupixent, Fasenra, Hemlibra, Nucala, and subcutaneous Orencia, and will apply to all lines of business. There are many advantages to self-administration.

- Socially responsible – With the current coronavirus situation, social distancing can be reinforced through self-administration of medications. Fewer patients will be entering providers' offices, thereby slowing the spread of the virus and ensuring we are responsibly utilizing providers' time and resources to treat the sick.
- Member convenience – Medications can be obtained through home delivery, thereby eliminating the need for members to visit a pharmacy in person. Additionally, self-administration saves the member the time and cost of visiting his or her provider's office.
- Cost-effective benefit – In most situations, shifting site of care to the home environment, as well as providing the medication through the pharmacy benefit, provides the most cost-effective route for all parties involved.

While exceptions may exist, the general expectation is that when a medication is FDA approved to be self-administered, the medication will be obtained through the pharmacy benefit and injected at home. Specialty medications can be obtained through the following channels based on line of business.

- Commercial – Accredo Specialty Pharmacy
- Healthcare Exchange
 - Northeast Wisconsin – Accredo Specialty Pharmacy
 - Southeast Wisconsin – Froedtert Specialty Pharmacy (Froedtert does not stock the Specialty medication, then medication will be obtained through Accredo Specialty Pharmacy.)
- Medicare – Any contracted pharmacy willing and able to supply specialty medications

Additional information will be distributed to members and providers in April 2020. With this change, Network Health strives to deliver convenience, safety and value to our members.

Telehealth Expansion

Network Health has been evaluating our telehealth payment policies and due to the current environment, we will be expanding our telehealth services.

We want to ensure our members have access to care that does not require a hands-on

visit.

Network Health will be covering telehealth services as modeled by CMS, which includes telephone and virtual face-to-face visits. Providers may perform these services for members in their homes while ensuring members' protected health information (PHI) is secure and maintained.

Please follow your business policies as it pertains to protecting PHI.

We do not cover Medicare non-billable specialties for telehealth visits for Medicare members. We also do not reimburse for telehealth services for specialties excluded from performing telehealth visits (example: home health).

Please ensure you are billing these services with place of service 02. Subject to change, at this time we will be waiving member cost share for telehealth visits. Any changes to this benefit or service will be communicated to you and posted to our Provider Resources page.

Changes to Dry Needling Code Authorization

Effective May 1, 2020, Network Health will require prior authorization for the two newly effective dry needling codes, for all commercial lines of business. At this time Network Health, consistent with other payors, believes there is lack of published evidence regarding dry needling techniques.

COVID-19 Emergency Credentialing Fact Sheet

When requesting new credentialing, be sure to notify us if the practitioner needs emergency credentialing. As a reminder, all standard credentialing needs will continue as usual with no changes.

This means we will need you to notify us of with whom we should be working to emergently move the credentialing process forward. To do so, notify our credentialing department with a contact name and phone number at NHPcredentialingdepartment@networkhealth.com.

In the case of an emergent credentialing situation, Network Health will be following CMS guidance, as noted below.

- Establish a toll-free hotline for non-certified Part B suppliers, physicians and non-physician practitioners to enroll and receive temporary Medicare billing privileges.
 - Provider Contracting - Please contact this email address first, as this will initiate potential contract discussions and followed up by the in-house credentialing process. nhpmanagedcarecontracting@networkhealth.com .
 - Network Health has an established a contact phone number/email address for your use in emergency credentialing of those providers which are new and do not belong to an existing delegation. Call 1-844-295-9214 or email NHPcredentialingdepartment@networkhealth.com.
 - Network Health also established an 800 number and email address for supplying or inquiring about provider data. Call 1-800-945-1178 or email provinfo@networkhealth.com .
- Waive the following screening requirements
 - Application Fee (42 C.F.R. 424) - Network Health currently does not pose an application fee.
 - Criminal background checks associated with FCBC (42 C.F.R. 424.518) - Network Health will be waiving this requirement for background checks that require fingerprints until further notice for any emergent credentialing needs.
 - Site visits (42 C.F.R. 424.517) - Postpone all revalidation actions. - All site visits needed for credentialing will be postponed until further notice. At this time we will not be requiring this step.
 - Allow licensed providers to render services outside of their state of enrollment. Network Health will allow this.
 - Expedite any pending or new applications from providers. Network Health will expedite upon notice from the provider that credentialing is an emergent request.

We are asking delegated entities with Network Health to email rosters on a more frequent basis to provinfo@networkhealth.com and share new additions to locations practitioners may be supplying services or additions/deletions/changes of new practitioners.

Visit Network Health's [coronavirus information page](#) for more information.

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](#).

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