

December 2025



2026 Pricing Updates

Reminder for providers who are reimbursed based on governmental third party rates; Network Health has 30 days until all rates are released by the Centers for Medicare & Medicaid Services (CMS) to configure and implement the changes in our system as noted in our [Contract Pricing and Coding Updates Policy](#). If you have any questions related to this policy, please reach out to your Provider Operations Manager.

Network Health Member Experience Call Center

As we enter the new year and experience increased call volume, we encourage you to use our secure provider portal to verify the following items:

- Claim status
- Member eligibility, benefits & accumulators
- Submit medical and pharmacy authorizations
- Submit provider disputes

If you haven't registered for our Provider Portal yet, [please click here to get started](#). If you have any questions, please reach out to your provider operations manager.

Medical Oncology Program - new 2026 Site of Care review required beginning April 2026

Network Health has partnered with EviCore by Evernorth, to provide Site of Care review for members enrolled in Network Health Medical Oncology program.

Effective April 1, 2026, Medical Oncology prior authorization requests for Network Health members will include a Site of Care (SOC) review from EviCore. This means the requester will be directed to choose a non-hospital / preferred site of service.

When a hospital or non-preferred site is selected, the requester will be required to select an appropriate exception reason to be assessed by an EviCore clinical reviewer.

Services performed in conjunction with an inpatient stay, 23-hour observation or emergency room visit are not subject to authorization requirements.

We recommend that ordering physicians request authorization and pass the approval information to the rendering facilities at the time of scheduling.

If you have questions about requesting authorizations, please plan to attend one of our online orientation sessions. The orientation schedule and program training resources will soon be available by clicking [here](#).

Holiday Hours

Network Health will be closed for the holiday season on Wednesday December 24, 2025, Thursday December 25, 2025, and also Thursday January 1, 2026.

During this time, please visit our secure provider portal to verify claim status, member benefits and eligibility. Happy Holidays.

Appointment Access Requirements

As a reminder, as part of our NCQA accreditation, our providers must meet the following appointment access times in order for us to maintain our accreditation. Here are the appointment access standards that must be met.

For Primary Care Services

1. Regular or routine care within 60 days of request
2. Urgent care appointment within 48 hours of request

For Specialist Services

1. Care within 30 days of the request
2. Non-life threatening, urgent appointment within 48 hours of request

For Behavioral Health Services

1. Non-life-threatening emergency within 6 hours of request
2. Urgent care appointment within 48 hours of request
3. Initial visit for routine care within 10 business days of request
4. Follow up appointment for a routine care visit within 30 days of request

Additionally, you must have an answering service, on-call provider, or message to direct patients to the emergency room for after-hours calls.

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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