

February 2025



Prior Authorization Requirement Removed from Network for select HCPCS Codes

Effective February 20, 2025, Network Health has removed the prior authorization requirements for diabetic mold inserts, shoulder-elbow-wrist orthotic, aqueous shunt (glaucoma drainage), prosthesis suspension lock for lower extremity, and powered leg rest addition for powered wheelchair for all our Commercial and Medicare lines of business.

A complete 2025 listing of services that require prior authorization as well as our claims policies can be found on our website at <https://networkhealth.com/provider-resources/authorization-information>.

2025 Member ID Cards

Our 2025 Member ID cards are available on our Provider Resources page. [Please click here](#) to view the sample Member ID cards for Network Health's Commercial, Medicare Advantage, Family Savings Plan and TPA products.

Provider Reference Guide – Updated for 2025 with a new look

Our Provider Reference Guide is a helpful resource that includes phone numbers for the departments you interact with most, a list of services that require prior authorization through EviCore, Payer ID numbers, pharmacy department information and more. We've updated the Provider Reference Guide for 2025 to include information for our Third Party

Administrator group as well as improved the layout so it is easier to find information. [Click here to view and download](#) the updated version.

Provider Portal Information

Registered providers have access to view patient eligibility, check status of claims, submit online authorizations and more. Registration is now available for both contracted and non-contracted providers. [Sign up now.](#)

[Here is a video on how to navigate the portal](#)

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.

MDPP Elevator Speech

Nearly half of American adults aged 65 or older have prediabetes. Without weight loss or routine moderate physical activity, many of them will develop type 2 diabetes within a few years. People with prediabetes are also at higher risk of having a heart attack and stroke. [The Medicare Diabetes Prevention Program \(MDPP\)](#), offered by Network Health, can help make lasting changes to prevent type 2 diabetes and improve overall health. The program is free for participants who are enrolled in Medicare or Medicare Advantage plans and it is part of the National Diabetes Prevention Program, led by the Centers for Disease Control and Prevention (CDC). It is backed by years of research showing that program participants aged 60 and older can cut their risk of type 2 diabetes by 71 percent—by losing weight, eating better, and being more active.

Participants will receive a full year of support from a lifestyle coach and peers with similar goals, along with tips and resources for making lasting healthy changes. The program provides weekly 1-hour core sessions for up to 6 months and then monthly sessions for the rest of the year. Participants will also learn how to manage stress, set and achieve realistic goals, stay motivated, and solve problems. Participants may even be able to manage other conditions like high cholesterol or high blood pressure with fewer medications.