Provider Reference Guide

Member Experience
Group
800-826-0940 or 920-720-1300
Individual and Family
855-275-1400 or 920-720-1400
State of Wisconsin (ETF)
844-625-2208 or 920-720-1811

Medicare Member Experience
800-378-5234 or 920-720-1345

Shared Resources
Utilization Management Contacts (Commercial and Medicare)
Find a complete listing of services on networkhealth.com in the Provider Resources section under Authorization Information.
Phone: 866-709-0019 or 920-720-1602
Fax: 920-720-1916

Claims Resources
Find information on networkhealth.com in the Provider Resources section under Claims Resources.

Change Healthcare
Electronic claims submission and Electronic Fund Transfer (EFT)
888-363-3361
Payer ID 39144
Payer ID 77076

Provider Portal
800-769-3186
Click My Login in the upper right corner of networkhealth.com.
- Eligibility
- CES claims review tool
- Claims status
- Claims rejection report
- iExchange online prior authorization portal
- Provider dispute application

Pharmacy Benefits
Express Scripts ESI
800-922-1557

Pharmacy prior authorization
Commercial
800-209-0981
Fax: 877-251-5896
Health Insurance Exchange (Marketplace)
800-224-1062
Fax: 877-251-5896
Navitus HealthCare (ETF members)
866-333-2757
Navitus MedicareRx (ETF Medicare eligible retirees)
866-270-3877
Medicare
866-544-6962

Care Continuum
877-787-8705
Fax: 877-860-8866
Preferred method of submission
provider@express-path.com

eviCore Healthcare authorization
Non-emergent services
Services Commercial lines of business only
- All ambulatory cardiac diagnostics including diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms, tran esophageal echocardiograms and transthoracic echocardiograms
- All ambulatory CT, MRI, MRA, PET scans
- All cervical, thoracic and lumbar spine surgical procedures
- Gastroenterology services (EGDs, Capsule Endoscopy, non-preventive colonoscopy)
- Hip, knee and shoulder procedures
- Molecular genetic lab
- Medical oncology
- Outpatient interventional pain injections and procedures
- Outpatient radiation oncology therapy
- Outpatient therapy services (PT/OT)
Online: 24/7 myportal@evicore.com
855-727-7444
https://www.evicore.com/resources/health-plan/network-health-wisconsin

Behavioral Health Care Management
800-555-3616 or 920-720-1340

Case Management
800-236-0208 or 920-720-1600

Member Grievance
Fax: 920-720-1832

iExchange Authorization Portal
- Network Health online prior authorization application for IP stays, DME and more
- Link is located on Network Health provider portal.
- Contact Utilization Management for more information

Online Resources
Visit networkhealth.com/providers for additional online resources.
- Preferred drug lists
- Claims policies
- Pharmacy guidelines
- Prior authorization and case management
- Credentialing policies and procedures
- Change Health Care and Electronic Fund Transfer (EFT) information
- The Consult (provider e-newsletter)
- The Pulse (provider e-newsletter)
- The Script (provider e-newsletter)