

Commercial Contacts

Utilization Management

Find a complete listing of services on networkhealth.com in the

Provider Resources section under Authorization Information.

800-236-0208 or **920-720-1600**

Fax: 920-720-1903

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 Contacts

Utilization Management

Find a complete listing of services on networkhealth.com in the

Provider Resources section under Authorization Information.

866-709-0019 or **920-720-1602**

Fax: 920-720-1922

Medicare Member Experience

800-378-5234 or **920-720-1345**

Shared Resources

Claims Resources

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

- Paper claims Fax: 920-720-1920

Change Healthcare

Electronic claims submission and Electronic Fund Transfer (EFT)

888-363-3361

Payor ID 39144

eviCore Healthcare authorization

Non-emergent services

Services Medicare line of business only

- 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>

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)

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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
- The Pulse (provider e-newsletter)
- Claims policies
- Pharmacy guidelines
- Prior authorization and case management
- Credentialing policies and procedures
- Change Health Care and Electronic Fund Transfer (EFT) information

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