

January 2022



## Provider Operations Team

Network Health's provider operations team is a valuable resource to assist you in your business operations. They are responsible for provider orientation, education, payment policies as well as practice specialty meetings. The team serves as liaisons between our provider partners and the Network Health claims, member experience, utilization management and payment integrity teams. They also work with providers on contract language and reimbursement questions after the contract has been signed.

Please reach out to your provider operations manager as needed for assistance.

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## Provider Dispute Reminder

All provider disputes must be submitted through our provider portal. If a paper dispute is submitted to Network Health, it will not be addressed and will be returned to the provider.

If you have questions regarding the provider portal or the provider dispute process, please reach out to your provider operations manager.

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# Statin Myths for Providers and Members

We received positive feedback from our provider partners using both the member and provider Statin Myths brochures. The member version includes electronic copies in [English](#), [Arabic](#), [Hmong](#) and [Spanish](#) available to download and hand out to your patients. The English member version is also available through mail order by contacting your provider operations manager.

Links to the handouts are above and on the provider resources pharmacy page in the **lower right-hand corner** as shown below.

## Express Scripts, Inc. - Commercial

### Prior Authorization Requests

[CoverMyMeds](#)  
[ExpressPath](#)

Phone: 800-209-0981  
Fax: 877-251-5896

**Express Scripts Customer Service**  
800-300-7583

**Mail order prescriptions can be sent to ESI by phone or fax.**  
Phone: 888-327-9791  
Fax: 800-837-0959

### Network Health Self-Insured

Froedtert Home Delivery must be used only for Network Health employee plan participants who use mail order prescription services. If the medication requires a prior authorization, contact ESI's prior authorization center to review the clinical criteria.

### Froedtert Home Delivery and Specialty Pharmacy

Phone: 414-805-5690  
Email: [homedelivery@froedtert.com](mailto:homedelivery@froedtert.com)  
Fax: 414-805-6513  
Hours: Monday-Friday from 6:30 a.m. to 6:30 p.m. CST  
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Health Insurance Exchange: eviCore will continue to review oncology medical drug requests.

[Learn more about Care Continuum](#)

Drug requests can be submitted via the ExpressPATH portal, available 24 hours a day, seven days a week. Providers will have seamless access to ExpressPATH through the Network Health provider portal. **Providers should use their NPI number, not the facility NPI when submitting requests.**

[ESI Care Continuum Registration Portal User Guide](#)

[Video Portal Tutorials](#)

[ExpressPATH Quick Start Guide](#)



The Script is the bimonthly newsletter produced by the Network Health pharmacy department to inform providers of current and upcoming pharmacy-related news.

### Statin Toolkit

We've created informational pieces that you may find helpful.

[Statin Myths - Providers](#)  
[Statin Myths - Member Handout - English](#)  
[Statin Myths - Member Handout - Arabic](#)  
[Statin Myths - Member Handout - Hmong](#)  
[Statin Myths - Member Handout - Spanish](#)

