

September 2022



Annual Provider Satisfaction Survey

It's that time of year when Network Health conducts our annual provider satisfaction survey. Our partner, SPH will begin emailing you the survey on Monday, October 3, 2022. If you do not respond to the email, they will contact you via phone. We would appreciate you taking 5 minutes to complete the survey, your feedback is extremely valuable and provider satisfaction is one of our key metrics of performance.

If you have any questions about the survey, please contact your Provider Operations Manager.

Virtual Practice Manager Meetings

Network Health will be having virtual practice manager meetings Wednesday November 2 and Thursday November 3 from noon – 1 pm CST. These meetings are available for anyone in your organization so please share this information. Agenda details, speakers and sign up information will be sent in a separate email so be on the lookout.

We understand this is a busy time of year, so please be sure to review the agenda to see if it pertains to your practice. We hope to see you there!

New Payment Policy

Effective November 1, 2022 Network Health has a new payment policy for all lines of business:

- Inpatient Hospital Care – Routine Supplies and Services

All payment policies are available here on our website. Please ensure your employees are up to date with all of our [policies](#).

Please reach out to your provider operations manager if you have any questions.

Reminder to Review the EDI Claim Rejections Report

Please review the EDI Claim Rejection Report located within the provider portal. Your clearinghouse may indicate the claim was accepted, and the claim may not go back through your clearinghouse as rejected. It is very important to check this report if you have not received payment within 30 days. The report will indicate if claims have been rejected due to a provider or member submission error. If you have any questions on how to access this report, please reach out to your provider operations manager.

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](#).

Current and archived issues of *The Pulse*, *The Script* and *The Consult* are available at networkhealth.com/provider-resources/news-and-announcements.



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