

December 2023



## Network Health Member Experience Call Center

Network Health had a successful open enrollment and we have increased our Medicare Advantage membership. While that is great news, it creates more phone calls for our Member Experience staff. We are starting to see increased hold times for the provider line and will continue to have longer hold times throughout January. Please utilize the provider portal to verify eligibility, claims status, benefits, member accumulators, submit prior authorization requests for medical and pharmacy services, check status of the prior authorizations, and submit a provider dispute. If you have not registered for the provider portal, you can find a step by step tutorial [here](#). You may also reach out to your provider operations manager with any questions or if you would like portal training.

---

## CMS Approved Behavioral Health Licensures

Effective January 1, 2024, CMS will recognize Marriage and Family Therapists and Counselors as billable licensures. If you have one of these licensures and would like to begin seeing Medicare Advantage members, please make sure that you are registered with CMS. If you are not currently registered, click [here](#) to begin the process. In order to see our Medicare Advantage members, you must opt-in to the CMS program. Once we have validated that you are registered with CMS and have a Medicare Advantage contract, we will add you to our claims payment system for that product. For those that are registered with CMS and have a Medicare Advantage contract, we are currently in the process of adding you to our claims payment system in order to see Medicare Advantage members. If you do not have a Medicare Advantage contract with us, please reach out to your contract manager.

---

# 2024 Contract Pricing Updates

As a reminder for providers who are reimbursed based on governmental third party rates, Network Health has 30 days until all rates are released by CMS to configure and implement in our claims payment system. For specifics on this process, please see our policy: <https://networkhealth.com/assets/contract-pricing-and-coding-updates-policy.pdf>

---

## New Providers

If you have a new provider joining your practice, please visit our provider portal to complete a Provider Information Form (PIF) or if you are adding a location, please complete a Facility Information Form (FIF). If your provider or location requires credentialing, you will be receiving an email from our Credentialing team with instructions on filling out the credentialing application. This email will include a link to the online credentialing application eApply. The individual provider must attest to the credentialing application submission. Please note, the PIF and FIF are not credentialing applications. If credentialing is required, care may not be rendered to a Network Health member until credentialing is completed.

---

## Prior Authorizations

Please remember to register through our provider portal to submit prior authorizations online for medical and pharmacy services. This is an efficient way to submit, track status, and communicate necessary information with our staff and our prior authorization vendors.

---

## 2024 Medicare Benefits

The 2024 Medicare Benefits at a Glance are available at <https://networkhealth.com/provider-resources/claims-resources>. This is a useful guide if your teams are validating benefits for our Medicare Advantage members.

---

## Outpatient Therapy Benefits

Plans have changed for 2024 for outpatient therapies. We are currently working with our teams to have the benefit limits reflected in the provider portal when validating member benefits. In the meantime, here are the benefit limits for 2024:

- No visit limits\*:
  - Medicare Advantage and Group Medicare Advantage plans
  - Large group plans
  - Self-insured plans

- Transitional Individual plans
  - Transitional small group plans
- 20 visits\* each for PT, OT, ST, Pulmonary Rehabilitation:
  - Individual and Family plans (Prestige)
  - Small group plans
- 50 visits\* **combined** for PT, OT, ST, Pulmonary Rehabilitation:
  - State of Wisconsin (Employee Trust Fund ETF)
- 60 visits\* **combined** for PT, OT, ST, Pulmonary Rehabilitation:
  - Assure plans

*\* Please note, these visit limits can change from year to year*

---

## Network Health Lifestyle Classes

According to the CDC, adults with prediabetes who participate in a structured lifestyle change program can cut their risk of developing type 2 diabetes by 58 percent. With Network Health lifestyle coaches, your patients can begin making small changes that will make a big difference for their health. Classes begin in January, your patients can visit <https://networkhealth.com/diabetesprevention/> to enroll.

---

## Network Health Cares Medicare Model of Training

Please remember to complete the required CMS training if you have any of our Cares members as patients. Each individual provider must review the training and attest they understand and completed the training. You can find the training here: <https://networkhealth.com/provider-resources/provider-training>

---

## Happy Holidays

We would like to wish you all a happy holiday season. We thank you for your exceptional care of our members and your continued collaborative partnership. We look forward to another healthy and productive new year.

---

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](http://networkhealth.com/provider-resources/news-and-announcements).



Don't forget to check us out on social media



[networkhealth.com](http://networkhealth.com)  
1570 Midway Place  
Menasha, WI 54952  
800-826-0940 or 920-720-1300