

October 2024



Practice Manager Meetings

It's that time of year when we all come together to review our 2025 updates. Our Practice manager meetings this year will be offered virtually or in person, with the first meeting Tuesday November 5th from Noon-1:00 CST in our Menasha office, and our second meeting Wednesday November 13th from Noon-1:00 CST in our Brookfield office. **Lunch will be provided** for those attending in person. Please note, seating is limited at our two locations and the sign-up closes one business day prior to the meeting. If you have any questions or concerns, please reach out to your Provider Operations Manager.

Meeting agenda as follows.

- Opening remarks
- 2025 Prior Authorization Updates
- 2025 Pharmacy Updates
- Credentialing and Provider Data Updates
- 2025 Benefit Updates

Please [click here to register](#) and we look forward to seeing you.

Medicare Prior Authorization Requirements with EviCore HealthCare Effective January 1, 2025

Beginning December 9, 2024, EviCore will begin accepting prior authorization requests for select radiology services for dates of service January 1, 2025 and after for Medicare Advantage members, which includes the following.

- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)

EviCore will be providing 3 training sessions to assist with these new requirements, and all sessions require advanced registration.

- Monday November 18, 2024 - 12-1 p.m. CST
- Wednesday December 4, 2024 - 1-2 p.m. CST
- Thursday December 12, 2024 - 1-2 p.m. CST

We encourage you and your staff to attend one of the sessions as they are very informative. Please [click here to select a training session](#) that works best for you

New Prior Authorization Requirements for Continuous Glucose Monitor (CGM's)

Effective January 1, 2025, Network Health is requiring prior authorization on CGM products for both our Commercial and Medicare Advantage lines of business. Coverage is provided for members who meet both of the following criteria (1 & 2).

1. Have a diagnosis of Type 1 or Type 2 diabetes mellitus
2. Use an insulin product for treatment of diabetes mellitus

If there are CGM related questions, please reach out to the Network Health Pharmacist Team at 920-720-1287 or email pharmacist@networkhealth.com.

Froedtert Health and Holy Family Memorial Employee Health Plan

Froedtert Health and Holy Family Memorial employees will now be accessing our provider network, and their benefits will be administered through our TPA business.

This will be effective January 1, 2025. We will be updating our ID card guide with their new card

for your reference at the end of the year. If you have any questions regarding this announcement, please reach out to your provider operations manager.

Reminder: Annual Provider Attestation

Network Health's annual Provider Attestation is available on the home page of the provider portal. We would appreciate if all attestations are completed on or before November 30, 2024. If you have any questions regarding the Provider Attestation, please reach out to your provider operations manager.

Reminder: Provider Satisfaction Survey

Have you completed the Provider Satisfaction Survey? Every year our third party vendor, SPH, conducts our provider satisfaction survey via email and via telephone over the course of four weeks. Once the survey is complete, we communicate the results to the respective operational departments and we create action plans based upon the results. Additionally, provider satisfaction is also a corporate goal, so all our employees play a part in elevating our provider experience. We understand that this is a busy time for all of you and we appreciate you taking the time to complete the survey.

Appointment Access Requirements

As a reminder, as part of our NCQA accreditation, our providers must meet the following appointment access times in order for us to maintain our accreditation. Here are the appointment access standards that must be met.

For Primary Care Services

1. Regular or routine care within 60 days of request
2. Urgent care appointment within 48 hours of request

For Specialist Services

1. Care within 30 days of the request
2. Non-life threatening, urgent appointment within 48 hours of request

For Behavioral Health Services

1. Non-life threatening emergency within 6 hours of request
2. Urgent care appointment within 48 hours of request
3. Initial visit for routine care within 10 business days of request
4. Follow up appointment for a routine care visit within 30 days of request

Additionally, you must have an answering service, on-call provider, or message to direct patients to the emergency room for after-hours calls.

MDPP Elevator Speech

Nearly half of American adults aged 65 or older have prediabetes. Without weight loss or routine moderate physical activity, many of them will develop type 2 diabetes within a few years. People with prediabetes are also at higher risk of having a heart attack and stroke. [The Medicare Diabetes Prevention Program \(MDPP\)](#), offered by Network Health, can help make lasting changes to prevent type 2 diabetes and improve overall health. The program is free for participants who are enrolled in Medicare or Medicare Advantage plans and it is part of the National Diabetes Prevention Program, led by the Centers for Disease Control and Prevention (CDC). It is backed by years of research showing that program participants aged 60 and older can cut their risk of type 2 diabetes by 71 percent—by losing weight, eating better, and being more active.

Participants will receive a full year of support from a lifestyle coach and peers with similar goals, along with tips and resources for making lasting healthy changes. The program provides weekly 1-hour core sessions for up to 6 months and then monthly sessions for the rest of the year. Participants will also learn how to manage stress, set and achieve realistic goals, stay motivated, and solve problems. Participants may even be able to manage other conditions like high cholesterol or high blood pressure with fewer medications.
