



## **Updated Payment Policies:**

- Anesthesia Policy effective 2/1/2023: Place of service 22 has been added to the Local Anesthetics section.
- Provider Dispute Policy: Additional information provided to the Abstract Purpose of the policy.
- Telehealth Policy: Additional information provided regarding Place of Service 10.

If you have questions regarding the updated policies, please reach out to your provider operations manager.

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## **End of Year W2s:**

Due to the conversion to ECHO payments, you will be receiving two W2s this year. One from ECHO Health Inc and one from Network Health Plan.

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## **Reminder – EDI Claim Rejection Report:**

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

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## **Register Today for Network Health's Enhanced Provider Portal:**

Network Health is encouraging providers to login or register today for our updated provider portal. The Network Health portal allows individual user registration, providing 24/7 access to authorization information, claim status, member eligibility and benefits as well as accumulator information. Our providers are also able to view their explanation of payment. Please click [here](#) to begin the registration process.

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## **Attention Deficit Hyperactivity Disorder (ADHD) Monitoring Guidelines:**

Family physicians are frequently asked to evaluate and treat children who display attention or hyperactivity problems, for whom a combination of behavioral interventions and medications may be deemed appropriate. Individuals may respond better to one medication than another, and maximal benefit may require dosage titration, making follow up visits imperative.

Because stimulants might produce positive but suboptimal effects at a low dose in some children, the American Academy of Pediatrics (AAP) recommends titration to maximum doses that control symptoms without adverse effects rather than titration strictly on a milligram-per-kilogram basis. To increase compliance with follow up visits, providers should advise parents and children of the need for monitoring at regular intervals to effectively titrate medication doses.

During the initial titration phase, symptoms and side effects are ideally assessed weekly. An in-person visit for follow up assessment is recommended by the fourth week of medication titration to allow clinicians an opportunity to review response to varying doses, monitor adverse effects, and track weight, height, heart rate, and blood pressure.

After the initial titration phase, two more follow-up visits should occur within the next nine months in the first year of treatment.

Follow up assessments using the same timeline can be done either through in-person visits, phone, electronic portals, or other methods that are convenient for the family.

For maximum efficiency with follow up virtual, telehealth or phone visits, it is suggested the following should be available to the patient at home:

1. A scale to report weight;
2. A means of measuring height;
3. A thermometer; and
4. A blood pressure monitor (most blood pressure monitors are relatively inexpensive and give heart rate as well.)

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## **Provider and Facility Information and Provider Termination Form Changes effective March 1, 2023:**

To assist with better automation of provider data management, credentialing, and provider directory compliance, we have created an online form to add providers and facilities to your contract and a new form to notify us of a provider termination. These forms will eliminate some of the data integrity issues we have when the form is ineligible or not filled out completely, provides a streamlined way of routing the forms to the proper departments, and assists in timely notification of provider terminations. Effective March 1, 2023 you will only be able access the forms via our Provider Portal. We will no longer accept an emailed, faxed, or printed form as of March 1, 2023. Your Provider Operations Managers will be happy to assist you with helping you create a portal login and provide a portal demonstration. Below is the contact information for your Provider Operations Managers:

Jill Stoken, Sr. Provider Operations Manager [jstoken@networkhealth.com](mailto:jstoken@networkhealth.com)  
Natalie Knaack, Provider Operations Manager [nknaack@networkhealth.com](mailto:nknaack@networkhealth.com)  
Sarah Knutson, Provider Operations Manager, [sknutson@networkhealth.com](mailto:sknutson@networkhealth.com)

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## **2022 Reflection:**

As the year comes to a close, for all of us, it's a time for reflection. We have all faced enormous challenges this year from COVID impact, staffing shortages, a behavioral health crisis, and increase in costs for our businesses and our families. We would like to thank you for your continued support of Network Health, your patience with our short staffed call center, and your willingness to work with us through all these challenges. You are our **partners** and we greatly appreciate our relationship with you. All of us at Network Health would like to wish you a happy holidays and to a brighter, healthier New Year.

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