

n05493

Availability of Directories

Values

Accountability • Integrity • Service Excellence • Innovation • Collaboration

Abstract Purpose:

Network Health Plan/Network Health Insurance Corporation/Network Health Administrative Services, LLC (referred to as Network Health for the remainder of this policy) will provide members/participants with provider directories.

Policy Detail:

Network Health provides web-based provider directories on its commercial and Medicare websites. Network Health also ensures members/participants, who do not have internet access, can get current directories through alternate media (telephone or mail).

Procedure Detail:

Network Health Commercial Provider Directories

New and renewing members annually receive a member guide and/or a letter, which includes instructions directing members on how to locate participating providers. Members have the option of searching an on-line directory or contacting Customer Service if they do not have on-line access.

When a member/participant calls Customer Service, procedures are followed to assist members/participants to obtain the most current provider participation information available. Members/participants have the option to request a hard copy directory.

Network Health Medicare Advantage Provider and Pharmacy Directories

All Network Health Medicare members receive information with the Annual Notice of Change mailing and member guide that includes instructions on how to locate participating providers or pharmacies. Members have the option of searching an on-line directory or contacting Customer Service if they do not have on-line access.

When a member calls Customer Service, procedures are followed to assist members to obtain the most current provider participation information available. Any request for a hard copy directory will be mailed within 72 hours of the request. The printed provider directory is updated quarterly and the pharmacy directory is updated monthly.

Definitions:

None

Regulatory Citations:

NET 6, Element L (SY 2019)
100.2.1 (CMS Medicare Marketing Guidelines)

Related Policies:

None

Related Documents:

None

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Regulatory Body: NCQA, CMS	Approving Committee: Policy Committee	Policy Entity: NHP/NHIC/NHAS
Policy Owner: Cheryl Hansen	Functional Area: Marketing	Revision Number: 3
Revision Reason: 10/12/16 – Transferred to new policy template. 06/11/19 – Updated to match current processes. 06/16/2020 – Minor change add the following wording, “and/or a letter”		