

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 members/participants with web-based searching capabilities to find participating providers and pharmacies on its website. 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 Plans

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

When a member/participant calls Member Experience, 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. The printed provider directory is updated monthly for HMO/POS, State of Wisconsin, NE and SE Individual and Family plans. Printing the online search results from networkhealth.com is used for the commercial plans pharmacy directory information.

Network Health Medicare and Group Medicare Advantage Plans

All Network Health Medicare members receive information with their ID card, Annual Notice of Change and member guide mailings that include instructions on how to locate participating providers or pharmacies. Members have the option of searching for participating providers and pharmacies on-line or contacting Member Experience if they do not have on-line access.

When a member calls Member Experience, 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:

Commercial plans include self-insured and fully insured employer group and individual and family plans.

Regulatory Citations:

NET 6, Element L (SY 2019)

100.2.1 (CMS Medicare Marketing Guidelines)

Related Policies:

None

Related Documents:

None

Origination Date: 09/12/2013	Approval Date: 12/14/2022	Next Review Date: 12/14/2023
Regulatory Body: NCQA, CMS	Approving Committee: Policy Committee	Policy Entity: NHP/NHIC/NHAS
Policy Owner: Cheryl Hansen	Functional Area: Marketing	Revision Number: 4
Revision Reason: 10/12/16 – Transferred to new policy template. 06/11/19 – Updated to match current processes. 06/16/20 – Minor change add the following wording, “and/or a letter” 12/12/22 – Changes made to reflect removing directory PDFs on our website starting 1/1/23. Also updated Customer Service with Member Experience. Approved at Policy Committee on 12/14/2022.		