

PROVIDER REFERENCE GUIDE



Commercial Contacts

Commercial Prior Authorizations

Find a complete listing of services on networkhealth.com in the provider section under Authorization Information.

800-236-0208

920-720-1903 (fax)

Behavioral Health Care Management

- Autism

800-555-3616

920-720-1903 (fax)

Case Management

800-236-0208 or **920-720-1600**

Customer Service

Group

800-826-0940 or **920-720-1300**

Individual and family plan

855-275-1400 or **920-720-1400**

Member grievance

920-720-1832 (fax)

CVS/caremark™

Customer service

855-282-8476

Prior authorization

855-839-5206

888-836-0730 (fax)

Specialty pharmacy

800-237-2767

800-323-2445 (fax)

Medicare Contacts

Medicare Prior Authorizations

866-709-0019 or **920-720-1602**

920-720-1916 or **920-720-1922** (fax)

Customer Service

800-378-5234 or **920-720-1345**

Express Scripts (ESI)

Customer service

800-316-3107

Prior authorization

800-889-0376

877-328-9799 (fax)

OR 888-235-8551 (fax)

Provider Portal

866-575-5439

Commercial and Medicare

Find information on networkhealth.com in the provider section under Claims, select the Dispute Process.

Shared Resources

eviCore healthcare Authorization Program

Non-emergent services

- All ambulatory CT, MRI, MRA, PET scans
- All ambulatory cardiac diagnostics including diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms, transesophageal echocardiograms and transthoracic echocardiograms
- Outpatient oncology radiation therapy
- All cervical, thoracic and lumbar spine surgical procedures
- Hip, knee and shoulder procedures
- Outpatient interventional pain injections and procedures

Online: 24/7 at www.evicore.com

855-727-7444

888-693-3210 (fax)

Inpatient Behavioral Health Prior Authorizations

All members

920-720-1340

800-555-3616

920-720-1930 (fax)

Change Healthcare

Payor IDs

- 77076 Medicare
- 39144 Commercial

888-363-3361

Online Resources

Visit networkhealth.com/providers for additional online resources.

- Preferred drug lists
- *The Pulse* (provider e-newsletter)
- Claims policies
- Pharmacy guidelines
- Provider appeal process
- Prior authorization and case management

Provider Portal

Click on Provider Sign In located towards the bottom of the networkhealth.com homepage.

- Eligibility
- CES claims review tool
- Claims status

Medicare Website

NetworkHealthMedicare.com

Pharmacy Benefits (Express Scripts)

800-922-1557

CVS/caremark Customer Service for Policy Holders or Providers

855-801-8184

800-231-4403 (TTY/TTD)

www.caremark.com

