

May 2025



Froedtert/HFM TPA Plan

As a reminder, Providers that have a Commercial contract are participating under the Froedtert/HFM TPA plan.

- We will be transitioning the Froedtert/HFM provider portal to Network Health's provider portal in the coming weeks. Please continue to access the current provider portal here. (this is the website: <https://networkhealth.vbagateway.com/>)
- For questions regarding member eligibility, prior authorization or claims status, you may contact our TPA Member Experience Team at 844-532-5200.
- If you are submitting electronic claims, please submit claims under **Payer ID: 22344**.
- If you are submitting paper claims, please mail them to PO Box 568, Menasha, WI 54952.

If you have any question, please reach out to your provider operations manager.

Part D Services in Office Setting

Network Health is providing an alternative option for members receiving Part D services in the office. To prevent members from having to pay out-of-pocket and request reimbursement, our provider partners can submit Part D services directly through

TransactRX. TransactRX is a web-based portal physicians may utilize to electronically submit member vaccine and administration claims. [Click here to learn more.](#)

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.

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