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September 2025



Watch for your invite to the Practice Manager Meetings

We will be hosting in-person Practice Manager meetings at our Menasha and Brookfield locations for our provider partners. The Menasha location will be Wednesday November 12 from noon-1pm, and the Brookfield location will be Thursday November 13 from noon-1pm.

To be respectful of your time, we will send an email prior to the meeting that will include the agenda, list of speakers and the option to attend virtually or in-person. Lunch will be provided for those that attend in-person, and seating is limited.

We look forward to seeing you soon!

2025 Annual Provider Attestation

Beginning Monday, October 13th 2025, Network Health's annual Provider Attestation will be available on the home page of the provider portal. This is a requirement by the Centers for Medicare & Medicaid Services (CMS), for any participating provider who offers health care or administrative services to Network Health members enrolled in a federal health care program. Please ensure the attestation is completed on or before November 30, 2025.

A [Frequently Asked Questions \(FAQ\) document](#) has been added to the Provider Portal to assist with completing the attestation. If you are not yet registered for the Provider

Portal, [please click here](#) to begin the registration process.

If you have questions related to the provider attestation, please reach out to your provider operations manager.

Wheelchair Rental Policy

We would like to remind our provider partners of our Wheelchair Rental Policy. This policy applies to all lines of business and requires a specific modifier when billing for standard or lightweight wheelchairs. [Please review the full policy here.](#)

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

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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