

MEMBER EXPERIENCE

Group 800-826-0940 or 920-720-1300	Individual and Family 855-275-1400 or 920-720-1400	State of Wisconsin (ETF) 844-625-2208 or 920-720-1811	TPA: Froedtert/Holy Family Phone 262-532-5240 Fax 262-532-5245
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MEDICARE MEMBER EXPERIENCE PROVIDER LINE

855-580-9935 or **920-720-1460**

SHARED RESOURCES

UTILIZATION MANAGEMENT CONTACTS (COMMERCIAL AND MEDICARE)

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

Phone: **866-709-0019** or **920-720-1602**
Fax: **920-720-1916**

TPA: Froedtert/Holy Family
Phone **262-532-5236** Fax **262-532-5237**

CLAIMS RESOURCES

Find information on networkhealth.com in the **Provider Resources** section under Claims Resources.

- Claim submission policy
- EDI claim rejection report
- Provider payment options
- Provider appeal/dispute process

ECHO HEALTH, INC.

Electronic claims submission and Electronic Fund Transfer (EFT)
888-834-3511

ZELIS PAYMENTS

877-828-8770

Commercial Payer ID - **39144**

Medicare Payer ID - **77076**

TPA Payer ID - **22344**

EVICORE HEALTHCARE AUTHORIZATION

Non-emergent services

Services Medicare line of business only

- All ambulatory CT, MRI, MRA, PET scans
- All cervical, thoracic and lumbar spine surgical procedures
- Gastroenterology services (EGDs, Capsule Endoscopy, non-preventive colonoscopy)
- Hip, knee and shoulder procedures
- Molecular genetic lab
- Medical oncology
- Outpatient interventional pain injections and procedures
- Outpatient radiation oncology therapy
- Outpatient therapy services (PT/OT)
- Peripheral vascular disease treatments
- Part D medical oncology drugs

Non-emergent services

Services Commercial lines of business only

- All ambulatory cardiac diagnostics including diagnostic cardiac catheterizations, nuclear cardiology scans and stress echocardiograms
- All ambulatory CT, MRI, MRA, PET scans
- All cervical, thoracic and lumbar spine surgical procedures
- Gastroenterology services (EGDs, capsule endoscopy, non-preventive colonoscopy)
- Hip, knee and shoulder procedures
- Molecular genetic lab
- Medical oncology
- Outpatient interventional pain injections and procedures
- Outpatient radiation oncology therapy
- Outpatient therapy services (PT/OT)
- Peripheral vascular disease treatments

Online: 24/7 EviCore.com

855-727-7444

EviCore.com/resources/healthplan/network-health-wisconsin

BEHAVIORAL HEALTH CARE MANAGEMENT AND CASE MANAGEMENT

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

MEMBER GRIEVANCE

Fax: **920-720-1832**

EXCHANGE AUTHORIZATION PORTAL

- Network Health online prior authorization application for IP stays, DME and more
- Link is located on Network Health provider portal.
- Contact Utilization Management for more information

ONLINE RESOURCES

Visit networkhealth.com/providers for additional online resources.

- Claims policies and procedures
- Credentialing policies and procedures
- Electronic Fund Transfer (EFT) information
- Medicare Benefits at a Glance
- Member appeal and grievance process
- Pharmacy guidelines
- Preferred drug lists
- Prior authorization and case management
- **The Consult** (quality/gaps in care enewsletter for providers)
- **The Pulse** (operations enewsletter for providers)
- **The Script** (pharmacy enewsletter for providers)
- Training - cultural competency, Network Health Cares (D-SNP), model of care training, provider portal demonstration

PROVIDER PORTAL

800-769-3186

Click My Login in the upper right corner of networkhealth.com.

- Eligibility
- Claims status
- EDI Claims Rejection Report
- iExchange online prior authorization portal

- Provider dispute application
- Provider information/termination form and facility information form

TPA portal exceedent.vbagateway.com

PHARMACY BENEFITS

EXPRESS SCRIPTS ESI

Commercial
800-309-7583

Individual and Family
800-340-1305

Medicare
800-316-3107

TPA
800-805-1820

MEDIMPACT

TPA: Froedtert/Holy Family

844-863-0362
medimpact.com

PHARMACY PRIOR AUTHORIZATION

Commercial
800-209-0981
Fax: **877-251-5896**

Health Insurance Exchange
(Marketplace)
800-224-1062
Fax: **877-251-5896**

Navitus HealthCare (ETF members)
866-333-2757
Navitus MedicareRx (ETF Medicare
eligible retirees)
866-270-3877

Medicare
866-544-6962

CARE CONTINUUM

Services Medicare and Commercial lines of business.

- Medical drug prior authorization (does not include medical oncology drugs).

877-787-8705

Fax: **877-860-8866**

Preferred method of submission – EviCore.com