

PROVIDER REFERENCE GUIDE



Prior Authorizations

Find a complete listing of services on [networkhealth.com](https://www.networkhealth.com) in the Provider Resources section under Authorization Information.

Commercial

800-236-0208 or **920-720-1600**
Fax: 920-720-1903

Medicare

866-709-0019 or **920-720-1602**
920-720-1916 or **Fax: 920-720-1922**

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
- Molecular genetic lab
- Outpatient oncology radiation therapy
- All cervical, thoracic and lumbar spine surgical procedures
- Medical oncology
- Hip, knee and shoulder procedures
- Outpatient interventional pain injections and procedures

Online: 24/7
855-727-7444

myportal@evicore.com

<https://www.evicore.com/resources/healthplan/network-health-wisconsin>

Behavioral Health Care Management

800-555-3616 or **920-720-1340**
Fax: 920-720-1903

Case Management

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

Customer Service

Medicare

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

Group

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

Individual and family

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

Member grievance

Fax: 920-720-1832

Claims Resources

Find information on [networkhealth.com](https://www.networkhealth.com) in the Provider Resources section under Claims Resources.

Change Healthcare

Electronic claims submission and EFT
888-363-3361

Payor IDs

- 77076** – Medicare
- 39144** – Commercial

Online Resources

Visit [networkhealth.com/providers](https://www.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

800-826-0940

Click My Login in the upper right corner of [networkhealth.com](https://www.networkhealth.com).

- Eligibility
- CES claims review tool
- Claims status
- Claims rejection report

Pharmacy Benefits Express Scripts (ESI)

800-922-1557

Paper claims

Fax 920-720-1920

Pharmacy

Online prior authorization

Medicare

866-544-6968

Fax: 877-251-5896

Commercial

800-209-0981

Fax: 877-251-5896

Health Insurance Exchange (HIX)

800-244-1062

Fax: 877-251-5896

Care Continuum

877-787-8705

Fax: 877-860-8866

Preferred method of submission

[provider.express-path.com](https://www.provider.express-path.com)

