



**Services Requiring Prior Authorization**  
**Effective January 1, 2023**  
**Individual and Family Plans (IFP) and Small Group ACA Plans**

Service category	Service details	Who to contact for prior authorization review
<b>General authorization</b>	Services considered experimental, investigational, unproven or for research purposes, including all CPT category III codes.	Network Health at 866-709-0019 or 920-720-1602
<b>Inpatient admissions</b>	Acute hospital Long term acute care (LTAC) Maternity — vaginal delivery stays over two days; Cesarean delivery stays over four days Mental health/substance abuse and/or residential treatment Neonatal intensive care unit (NICU) Rehabilitation Skilled nursing facility (SNF) Swing bed/sub-acute hospital/transitional care	Network Health at 866-709-0019 or 920-720-1602
<b>Outpatient services from eviCore</b>  *If any of these services are being performed as an inpatient, the procedure requires auth through eviCore and the inpatient hospitalization through Network Health	Cardiac diagnostics including: diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms, transesophageal echocardiograms, transthoracic echocardiograms. Computed tomography (CT) scans Cervical, lumbar and thoracic spine surgeries Interventional pain injections and procedures Magnetic resonance imaging (MRI) scans Magnetic resonance angiography (MRA) scans Positron emission tomography (PET) scans Molecular genetic lab testing Medical oncology Radiation oncology treatments Shoulder, hip and knee procedures DME: Electrical stimulation devices (spinal) DME: Pain pumps Physical and Occupational Therapy (outpatient as well as in the home setting & therapy in a SNF provided as outpatient) Gastroenterology (EGDs, Capsule Endoscopy, non-preventive colonoscopy)	eviCore at 855-727-7444 or <a href="mailto:myportal@evicore.com">myportal@evicore.com</a>
<b>Transplant services</b>	Solid organ and bone marrow/stem cell transplant services including evaluation, work-up and surgeries.	Network Health at 866-709-0019 or 920-720-1602

<b>Other surgery</b>	Implantable cardioverter-defibrillator insertion or replacement	Network Health at 866-709-0019 or 920-720-1602
	Magnetic sphincter augmentation procedures for the treatment of GERD (LINX)	
	Orthognathic prognathic maxillofacial surgery	
	Transgender surgery; sex reassignment surgery	
	Temporomandibular joint disorder (TMD) surgical services	
	Bariatric (weight loss) procedures	
<b>Cosmetic procedures, including, but not limited to:</b>	Blepharoplasty, canthoplexy, canthoplasty and brow ptosis	Network Health at 866-709-0019 or 920-720-1602
	Botox injections (auth required through CCUM)	
	Breast implant removal/replacement	
	Dermabrasion and chemical peel	
	Liposuction and lipectomy	
	Mammoplasty reduction or augmentation	
	Otoplasty	
	Panniculectomy and other excess skin removal	
	Pectus excavatum repair	
	Port wine stain removal	
	Rhinoplasty, rhytidectomy	
	Vein sclerosing and laser ablation	
Other services that could be considered potentially cosmetic		
<b>Durable medical equipment (DME) for use at home:</b>	Communication devices	Network Health at 866-709-0019 or 920-720-1602
	Progressive stretch devices	
	Cranial orthotics	
	Wheelchairs: manual, electric and customizations(K0001-K0004 do not require auth until rental month 4 or day 91 (KJ modifier required))	
	Hospital beds	
	Lymphedema pumps, garments, and pneumatic compression	

<b>DME for use at home (cont.):</b>	Mobile cardiac outpatient telemetry (MCOT)(a.k.a. outpatient heart monitoring)	Network Health at 866-709-0019 or 920-720-1602
	Orthotics over \$1,000 based on retail purchase price	
	Patient lifts (e.g. electric, Hoyer, hydraulic)	
	Power operated vehicles and scooters	
	Prosthetics over \$5,000 based on retail purchase price	
	Repairs or replacement of DME over \$1,500 based on retail purchase price <b>excludes PAP devices</b>	
	Seat lifts	
	Wheelchair accessories, including but not limited to, power joystick control, power tiller control, power seat tilt, power seat recline and power leg elevation.	
	Bone growth stimulators (if used for the spine, eviCore reviews)	
	Neuromuscular stimulators for bowel and urinary conditions	
	Deep brain stimulators	
<b>Other Services</b>	Facility-to-facility and/or non-emergent ambulance transfers	Network Health at 866-709-0019 or 920-720-1602
	Hospital or ambulatory surgery center charges in conjunction with dental care	
	Accidental Dental services	
	Skin Substitute products- application and use	
	Certain medications under your medical benefit	Phone 877-787-8705 Fax: 877-860-8866 OR online at ExpressPath portal <a href="http://www.express-path.com">www.express-path.com</a>

**All outpatient medications should be directed to Express Scripts/CCUM at**

**Phone** 877-787-8705

**Fax:** 877-860-8866

**Online:** ExpressPath portal [www.express-path.com](http://www.express-path.com)

**For authorization, please provide the CPT, HCPCS, and/or revenue code appropriate for the planned service.**

**Whether Network Health is the primary, secondary or tertiary insurer, authorization procedures must be followed to receive coverage.**

**All services must be medically necessary. Certain services are directly excluded from coverage under the various coverage documents (e.g., bariatric surgery, mental health transitional care and acupuncture, etc.) and will be reviewed when a claim is submitted to determine benefit availability and claim payment.**

**Authorization is not a guarantee of payment. Claims will be denied if they do not meet with all the terms and provisions of the effective coverage document. Actual benefits will be determined when the claim or bill is submitted to Network Health.**

**You can find a list of authorization changes in the authorization information section of the provider resources page on [www.networkhealth.com](http://www.networkhealth.com)**

**Network Health reserves the right to review all claims for medical necessity.**

**CONTACT INFORMATION:**

**Individual and Family Plan member experience** for benefits and eligibility. Phone: 855-275-1400 or 920-720-1400

**Health Insurance Exchange (HIX) member experience** for benefits and eligibility. Phone: 855-275-1400 or 920-720-1400

**Our new provider portal is now live!** For 24/7 access to view benefits and eligibility, submit online authorization requests and more, please register at <https://login.networkhealth.com>