



**Services Requiring Prior Authorization  
Effective May 1, 2024**

**Health Insurance Exchange (HIX)**

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	Network Health at 866-709-0019 or 920-720-1602
	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	
<b>*Non-emergent services Prior Authorization through eviCore:</b>  <small>*If any of these services are being performed as an inpatient, the procedure requires auth through eviCore and the inpatient hospitalization through Network Health</small>	Cardiac diagnostics including: diagnostic cardiac catheterizations, nuclear cardiology scans, stress echocardiograms	eviCore at 855-727-7444 or <a href="mailto:myportal@evicore.com">myportal@evicore.com</a>
	CAR T-Cell Therapy (chimeric antigen receptor T-cell therapy)	
	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	
	Peripheral vascular disease (diagnosis and treatment)	
	Radiation oncology treatments	
	Shoulder, hip, and knee procedures	
	DME: Electrical stimulation devices (spinal)	
	DME: Pain pumps	
	Physical Therapy and Occupational Therapy (outpatient, as well as in the home & therapy in a SNF provided as outpatient)	
Gastroenterology (EGDs, Capsule Endoscopy, non-preventive colonoscopy)		
<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>Surgical procedures</b>	Magnetic sphincter augmentation procedures for the treatment of GERD (LINX)	Network Health at 866-709-0019 or 920-720-1602
	Orthognathic prognathic maxillofacial surgery	
	Temporomandibular joint disorder (TMD) surgical services	
	Transgender surgery, sex reassignment surgery	
	Bariatric (weight loss) procedures	
<b>Cosmetic procedures, including but not limited to:</b>	Botox injections (auth required through CCUM)	Network Health at 866-709-0019 or 920-720-1602
	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	
	Services that could be considered 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	
	Hospital beds	
	Lymphedema pumps, garments, and pneumatic compression	
	Mobile cardiac outpatient telemetry (MCOT) (a.k.a. outpatient heart monitoring)	
	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	
	Wheelchairs: manual, electric and customizations (K0001-K0004 do not require auth until month 4 or day 91 (KJ modifier required))	
	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 spine, eviCore reviews)	
Neuromuscular stimulators for bowel and urinary conditions		
Deep brain stimulators		
<b>Other services</b>	Accidental Dental services	Network Health at 866-709-0019 or 920-720-1602
	Hospital or ambulatory surgery center change in conjunction with dental care	
	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>.