

MEDICARE MEMBER EXPERIENCE PROVIDER LINE

855-580-9935 or 920-720-1460

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 ThedaCare Phone 262-532-5240 Fax 262-532-5245
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AUTHORIZATION INFORMATION

EVICORE BY EVERNORTH AUTHORIZATION LIST

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
- Effective 4/1/2026: Site of Care Program for medical oncology service for all Commercial and Exchange (ACA) members.

Online: 24/7 [EviCore.com](https://www.evicore.com)

Phone: 855-727-7444
Fax: 888-693-3210

[EviCore.com/resources/healthplan/network-health-wisconsin](https://www.evicore.com/resources/healthplan/network-health-wisconsin)

IXCHANGE AUTHORIZATION PORTAL

- Prior authorization portal for authorizations submitted directly to Network Health: inpatient stays, DME, outpatient procedures and more
- Single-sign-on (SSO) access from the Network Health provider portal or register directly with iExchange
- Contact Utilization Management for more information or click [here](#) to view our iExchange Tutorials

UTILIZATION MANAGEMENT CONTACTS

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

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

ONLINE RESOURCES

Visit [networkhealth.com/providers](https://www.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 Pulse** (operations newsletter for providers)
- **The Script** (pharmacy newsletter for providers)
- Training - cultural competency, Network Health Cares (D-SNP), model of care training, provider portal demonstration

PHARMACY BENEFITS

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

EXPRESS SCRIPTS ESI

Commercial
800-309-7583

Individual and Family
800-340-1305

Medicare
800-316-3107

TPA
800-805-1820

MEDIMPACT

TPA: Froedtert ThedaCare

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
Visit benefitplans.navitus.com/etf/home
for authorization information.

Medicare
866-544-6962

Prior Authorization Drug List for Medicare and Commercial: networkhealth.com/provider-resources/pharmacy-information

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

SHARED RESOURCES

BEHAVIORAL HEALTH CARE MANAGEMENT AND CASE MANAGEMENT

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

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**

MEMBER GRIEVANCE

Fax: **920-720-1832**