

# Network Health Insurance Corporation Contact List

## ***WHO SHOULD I CALL?***

Network Health Insurance Corporation (NHIC) is committed to providing quality healthcare to our members. Our staff is also committed to providing prompt and friendly service to the participating providers who have partnered with us to achieve this goal. Please use the telephone numbers below should you need to speak with us regarding the following issues, or need additional information:

<b>Coverage Verification / Claim Questions / Payment Questions / Referral Procedure Questions / Benefit and Policy Determination</b>	
<b>Customer Service Department</b> 800-378-5234 (920)720-1345	
<b>Case Management Assistance / Tertiary Specialist Referrals / Health Management Program Information / Inpatient Hospitalization and Prior Authorization Requests</b>	
<b>Health Management Department</b> 1-800-236-0208 (920) 720-1600 Fax: (920)720-1902	
<b>Medical Policy Issues / Physician Profiling / Medical Coverage Determination</b>	
<b>Medical Director</b> (920) 720-1601	
<b>Notification of Changes in Any Provider Demographic Info. / Confirmation of Provider Participation in NHP Panels</b>	
<b>Provider Data Services</b> 800-945-1178 (920) 720-1565 Fax: (920)720-1913 <i>e-mail: provdatasvs@networkhealth.com</i>	
<b>Contract Requests / Existing Contract Questions</b>	
<b>Provider Contracting</b> 800-207-5769 (920)720-1550 Fax: (920)720-1901	
<b>Credentialing / Recredentialing / Practitioner &amp; Provider Assistance</b>	
<b>Medical Staff Services / Credentialing</b> 800-511-4901 (920)720-1670	
<b>Quality Improvement / Medicare Risk Adjustment / Disease Management</b>	
<b>Quality Improvement</b> 800-236-0208 (920)720-1655	<b>Disease Management</b> 800-236-0208 (920)720-1651
<b>Medicare Risk Adjustment</b> 800-236-0208 (920)720-1660	