



Frequently Asked Questions Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies (DMEPOS) Program

Network Health, Inc. (Plan) has selected Northwood, Inc. (Northwood) as their Durable Medical Equipment Benefit Manager (DBM) as it relates to network services. Northwood administrative services will include provider credentialing and recredentialing, provider contracting, and provider management. Effective October 1, 2022, Northwood and its contracted providers will be Network Health's network of durable medical equipment, prosthetics, orthotics and medical supply (DMEPOS) providers.

General Information

1. When will the Northwood/Network Health DMEPOS Network Management Program become effective?

The Northwood/Network Health DMEPOS Network Management Program will become effective for dates of service (DOS) beginning October 1, 2022.

2. Which Network Health members or products are affected by the program?

The new DMEPOS Network Program will apply to all Network Health members.

3. Which provider types/services will be managed by Northwood's network?

Northwood will be managing all durable medical equipment, prosthetic, orthotic and medical supply provider types. For more detailed information, listed below are the provider types to be managed and not managed by Northwood.

Provider Types Managed by Northwood:

- Durable medical equipment providers
- Medical supply providers
- Oxygen/respiratory equipment providers
- Mobility providers
- Orthotics/prosthetics providers
- Breast prosthesis providers
- Enteral providers (billing B codes)
- Ocular prosthetic providers
- Pharmacy providers (who distribute/dispense DMEPOS)
- Speech generating device providers
- Sleep study providers*

* **Exception:** When this provider type bills for professional studies supporting sleep services, Network Health is responsible to manage/contract those services.

Provider Types Which Will Continue to Be Managed by Network Health:

- Acute, sub-acute/intermediate care, and rehabilitation hospitals/facilities
- Hearing aid providers
- Allied health practitioners (including chiropractors, physical therapists, occupational therapists, speech therapists and optometrists)
- Outpatient facilities (including outpatient hospitals, ambulatory surgery centers, labs, emergency rooms, and urgent care centers)
- Cardiac monitoring providers
- Behavioral health providers
- Ambulance providers
- Home infusion therapy providers

4. I am interested in becoming a Northwood contracted provider for the Network Health DMEPOS Network Management Program. Whom should I contact with questions about applying to the Northwood network?

Providers may contact Northwood’s Provider Relations Department via email at provideraffairs@northwoodinc.com or call our designated Network Health toll-free phone number at 800-762-9845.

Providers may also fill out an application online at www.northwoodinc.com.

Authorization Information

1. Which DMEPOS products/services will require prior authorization under this program?

Northwood will not be managing authorizations for Network Health. All current authorization requirements for Network Health members remain.

Transition/Implementation Information

1. I will be a Northwood contracted provider for the Network Health DMEPOS Network Management Program starting October 1, 2022. What do I need to do for the Network Health members I am currently providing equipment/services for?

Nothing. Please continue to service Network Health members as you have been and continue submitting claims to Network Health.

NOTE: Following the Northwood fee schedule, **all** claims require either the **NU or RR modifier** to be present on the claim to be considered for payment. For Medicare Advantage member claims, the **CMS required modifiers** must **also be on the claim along with** either the NU or RR modifier. Any **claims not submitted with either the NU or RR modifier will deny for payment.**

Claims Information

1. Where do I submit claims for DMEPOS with a date of service on or after October 1, 2022?

Existing Network Health Providers should continue to submit claims to Network Health as they do today.

New providers may submit claims to Network Health at one of the following addresses:

- **Commercial and Medicare Advantage Members:**

Network Health
PO Box 568
Menasha, WI 54952

- **Family Savings Plan members**

Network Health
Attn: Family Savings Plan
PO Box 1725
Brookfield, WI 53008

All claims shall continue to be sent to Network Health directly.

NOTE: Following the Northwood fee schedule, **all** claims require either the **NU or RR modifier** to be present on the claim to be considered for payment. For Medicare Advantage member claims, the **CMS required modifiers** must **also be on the claim along with** either the NU or RR modifier. Any **claims not submitted with either the NU or RR modifier will deny for payment.**

2. How should I submit claims for rental equipment items that will not have reached their rental cap by 09/30/2022?

Providers should continue their current process for capped rental claim submission to Network Health. Capped rental claims will process according to current policy provisions and the maximum capped rental limitations – i.e., capped rental periods will not start over for capped rental initiated prior to 10/01/22.

NOTE: Following the Northwood fee schedule, **all** claims require either the **NU or RR modifier** to be present on the claim to be considered for payment. For Medicare Advantage member claims, the **CMS required modifiers** must **also be on the claim along with** either the NU or RR modifier. Any **claims not submitted with either the NU or RR modifier will deny for payment.**

Other

1. Whom should I contact with questions about the DMEPOS Network Management Program?

If you have additional questions about the DMEPOS Network Management Program, please contact Northwood at 800-762-9845 during the hours of **8:30 AM to 5:00 PM EST.**