



NEW Provider Portal training: **Account registration for all users**

We'll get started at noon

Jul. – Aug. 2026

NEW Provider Portal training: **Account registration for all users**

Connecting you with Priority Health experts to
prepare for the new portal launch

Jul. – Aug. 2026

How to have a great viewing experience



Fix audio trouble

Audio comes through your computer's speakers. Check your speakers' output, make sure your browser is up to date and refresh your browser, as needed.



Enlarge the presentation

Click the square icon in the upper righthand corner of the slide panel to enlarge the viewing area.



Watch again later

We'll post the recording to our provider webinars page and send you an access link via email.

Navigating the webinar console

Hover over each panel with your cursor to see what it is.

Slides

These panels show you the webinar slides, advancing through them as the webinar proceeds.

Media player

This panel allows you to control the audio playback, replaying previous parts as needed.

Resources

Go to this panel for helpful links and downloadable files related to the topics discussed today.

Q&A

Ask our team questions here, and we'll respond via chat during the webinar or via email after.

Presenters

Everyone whose voice you hear during this webinar will have their name, title and picture here.

Survey

Take a minute to provide us feedback on this webinar and our webinars in general.

Lost a panel? Use the white toolbar across the top of your screen to pull it back up.

The new portal is coming Sept. 1.

Prism and GuidingCare are being entirely replaced.

Both will shut down on Sept. 1
with the launch of the new portal.

- ✓ Simplifies your experience and helps us work together better
- ✓ Allows you to do everything you did previously, and more
- ✓ Fully accessible to all providers, whether or not they use Epic's EMR
- ✓ Offers ongoing improvements plus more integration in the future with those using Epic's EMR

Bookmark our provider information page at priorityhealth.com/provider/portal for the latest updates, information and resources about this change.

TODAY'S AGENDA

- 1 Requesting an account
- 2 Completing identity verification
- 3 Receiving your login credentials
- 4 **For Site Admins:** Approving account requests

01

Requesting an account

Is a site already created for your organization?

A site is a practice, hospital or provider group that shares a Type 2 NPI among all its providers. A site must be created in our new Provider Portal before users can create portal accounts that access that site's data.

IMPORTANT: Only a Site Administrator can create a site.

Provider Portal — Starting point



Provider Portal

User ID

Password

LOG IN

Forgot password?

Request a New Site

Request Account at Existing Site

Check Claim Status

Verify Eligibility Status

Step by step:

- Navigate to the Priority Health Provider Portal registration page at providerprd.priorityhealth.com
- Click **Request Account at Existing Site** below the login form (option enabled on August 3)
- This launches the Epic CommunityLink self-service workflow
- **Important reminder:** Your organization (Type 2 NPI) must already have a site created and approved

Request a new user

EpicCommunityLink

Connecting to 

You are viewing a testing environment ⓘ

Request a New Account with Priority Health Provider Portal *

Choose the role that fits you best.

☐ **Providers, Hospitals and Staff**
Request access for providers and practice/facility staff

☐ **Provider Third Party Administrator**
Request access for Third Party Administrator (TPA) support staff. Note: This role requires specific approvals to be a Site Administrator.

Next

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Choose a role:

-  **Providers, Hospitals and Staff** — for all providers and their practice/facility staff
-  **Provider Third Party Administrator (TPA)** — for external billing services or service bureaus

Enter user details

EpicCommunityLinkConnecting to 

You are viewing a testing environment ⓘ

Request a New Account with Priority Health Provider Portal *
Answer these questions about you and your site.

Site Information

Site Name *

Site NPI *

User Information

First Name *

Middle Name

Last Name *

☐ I am a site administrator. I know the status of my organization's employees and will be responsible for verifying user accounts and deactivating inactive accounts.

Work Email *

Phone *
For numbers outside the US/Canada, include + and country code (e.g., +44)

Additional Information

Preferred Login ID *

Staff Roles *
You can enter multiple staff roles.

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Fill out each field:

-  **Site Name** — Enter the name of your organization
-  **Site NPI** — Enter the Type 2 (Group) NPI – *not* a Type 1 (Individual) NPI
-  **First & Last Name** — Must match government ID
-  **Site Administrator status** — If your Site Administrator has stated you can have this access, check the box
-  **Work Email** — Used for communications and credential delivery (use same email you used to sign up for prism)
-  **Phone** — Contact number for follow-up

Terms & conditions and security check

EpicCommunityLink

Connecting to 

You are viewing a testing environment

Request a New Account with Priority Health Provider Portal *

Answer these questions about you and your site.

012-345-6789

Additional Information

Preferred Login ID *

KermitTheProvider

Staff Roles *

You can enter multiple staff roles.

Billing & Coding X

Admissions & Discharges X

Staff Specialties *

You can enter multiple staff specialties.

General Practice X

Terms and Conditions *

Provider, Employer, or Agent Portals Terms and Conditions of Use

The following Terms and Conditions of Use ("Terms") govern you, your organization, and any applicable User as defined below ("You" and "Your") access to and use of the Priority Health, Priority Health Insurance Company, and/or Priority Health Managed Benefits, Inc. ("Priority Health") Provider, Employer, or Agent Portals ("Portal"). Priority Health may change the Terms at any time. By accessing and utilizing the Portal, You acknowledge and agree that: 1) You have read, are solely responsible for, and shall abide by, the Terms, including any revisions thereto, and 2) You will not use the website or the Portal in any way that violates the Terms and/or is against any applicable law. Please revisit this Terms page often for Your review of updates. **If You disagree with the Terms, you are instructed not to use this Portal.**

☒ I agree to the Terms and Conditions above.

 Success!



Back

Submit

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Complete:

-  **Preferred Login ID** — Desired username for portal access
-  **Staff Roles** — Select all that apply (can choose multiple)
-  **Staff Specialties** — Select all that apply (can choose multiple)
-  Read the Priority Health terms and conditions
-  Check the box to accept the terms and conditions
-  Complete the Cloudflare security check (reCAPTCHA equivalent)
-  Click **Submit** — green button activates after all fields complete

Request Submitted — Confirmation & Next Steps

Epic CommunityLink

You are viewing a testing environment ⓘ

Request submitted! One more thing before you go...

Review the information below as there might be additional steps for you to take before your request can be processed.



Priority Health Provider Portal

Thank You for Submitting Your Account Request

We have teams dedicated to providers, agents and employers who will review your request, and may contact you with any questions or additional information needed.

Visit <https://priorityhealth.com/provider/portal/getting-started> for what you can expect next.

Sincerely,
Priority Health

After submission:

- Confirmation page: "Request submitted! One more thing before you go..."
- Go to priorityhealth.com/provider/portal/getting-started for next steps
- Identity verification instructions sent by email (**Complete this immediately!**)

02

Completing identity verification

Identity verification keeps your data secure.

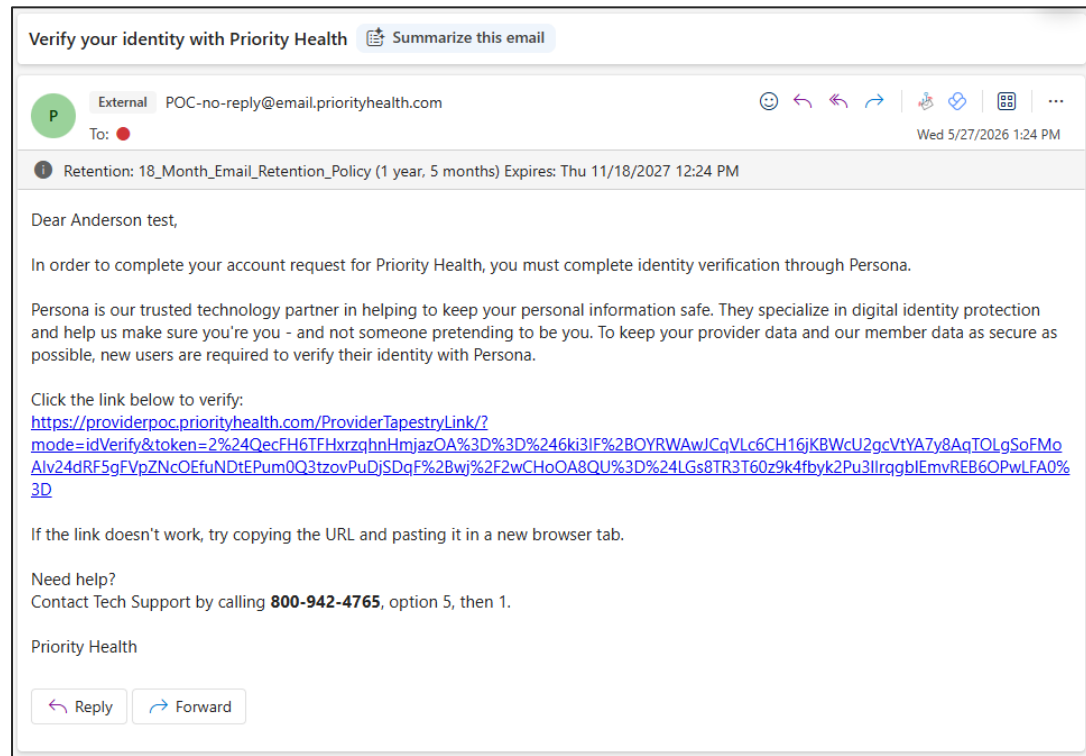
Our trust technology partner, Persona, is a US-based company that takes your privacy seriously.

Have questions or concerns?

Check out our FAQs.



Identity verification email



Check your inbox:

- Sent from: **no-reply@email.priorityhealth.com** after you submit the site creation request
- Subject: "Verify your identity with Priority Health"
- Contains a unique one-time use link tied to your email (do not share)
- Explains: must complete identity verification to finalize account request
- Tech support number included if link doesn't work

Launch identity verification via Persona

Verify your identity

Prior to identity verification, please confirm your name and email below are correct.

Name: Kermit T. Frog

Email:

If anything is incorrect, do not continue and close this page.

Yes, my information is correct

Prior to identity verification, please confirm your name and email below are correct.

Name: Kermit T. Frog

Email:

If anything is incorrect, do not continue and close this page.

Next, complete identity verification.

Verify with Persona Identity Verification

After confirming your name and email, click the button to get started.

Persona is our trusted identity verification partner. Users with a saved Persona ID can skip re-verification by clicking **I saved my ID with Persona**.

Priority Health

Identity verification

We need some information to help us confirm your identity.



By clicking the button below, you consent to Persona, our vendor, collecting, using, and utilizing its service providers to process your biometric information to verify your identity, identify fraud, and improve Persona's platform in accordance with its [Privacy Policy](#). Your biometric information will be stored for no more than 1 year.

Begin verifying

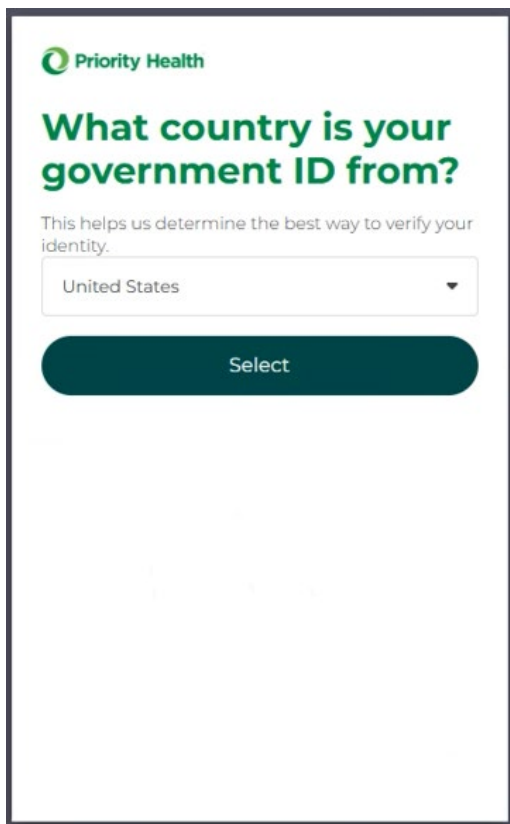
I saved my ID with Persona

English

SECURED WITH
persona

Click **Begin verifying** to begin the ID verification process.

Select government ID country & document type



Priority Health

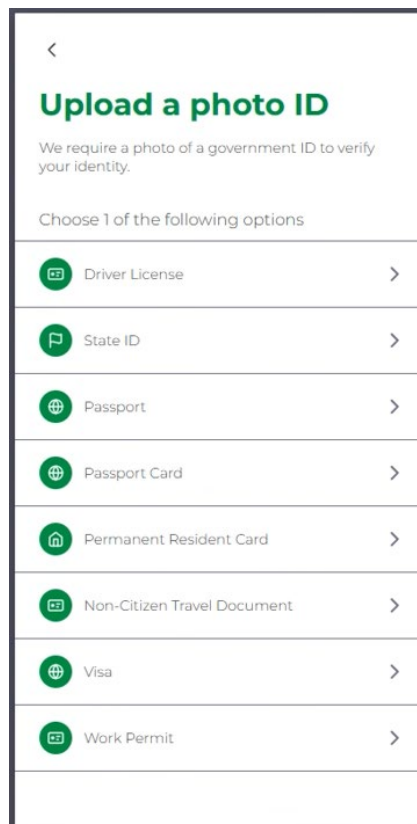
What country is your government ID from?

This helps us determine the best way to verify your identity.

United States ▼

Select

Select ID country (e.g., United States)



<

Upload a photo ID

We require a photo of a government ID to verify your identity.

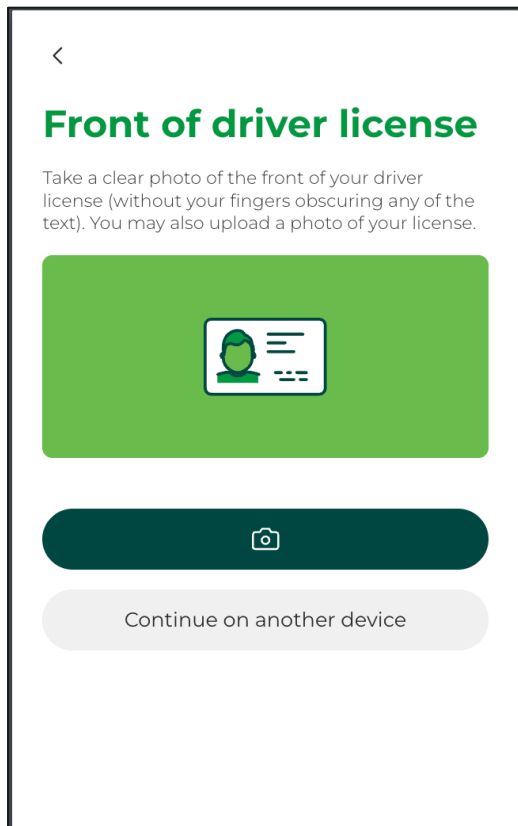
Choose 1 of the following options

- Driver License >
- State ID >
- Passport >
- Passport Card >
- Permanent Resident Card >
- Non-Citizen Travel Document >
- Visa >
- Work Permit >

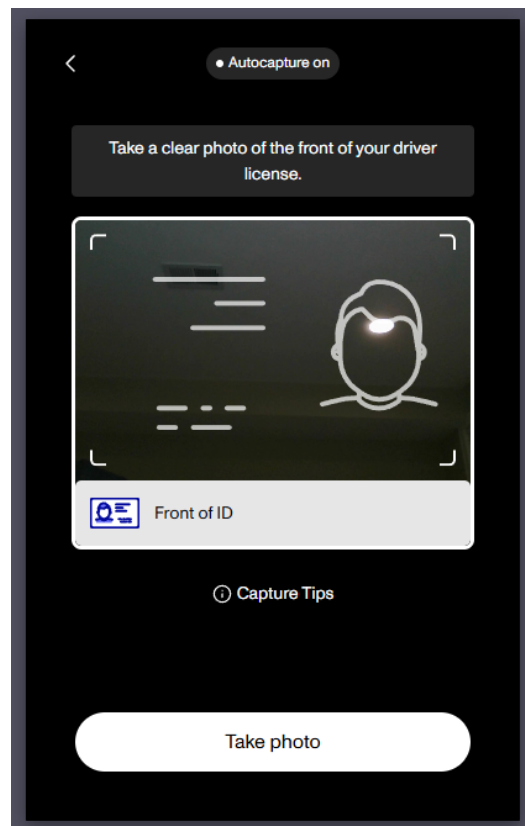
Choose document type (e.g., driver license)

Accepted document types: Driver License, State ID, Passport, Passport Card, Permanent Resident Card, Non-Citizen Travel Document, Visa, Work Permit.

Photograph front of government ID



Take a picture of your photo ID or choose to use another device



Position front of ID in frame & let it autocapture, or manually click **Take photo**

Tip: Ensure good lighting, hold the document flat and make sure all text is clearly visible (i.e., don't cover the text with your fingers).

Review ID Photo: Use or Retake

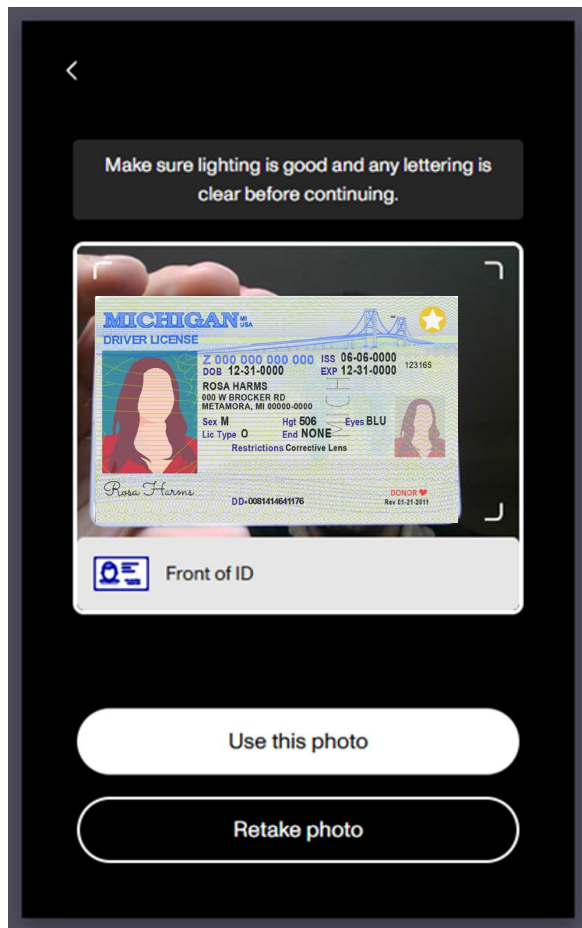
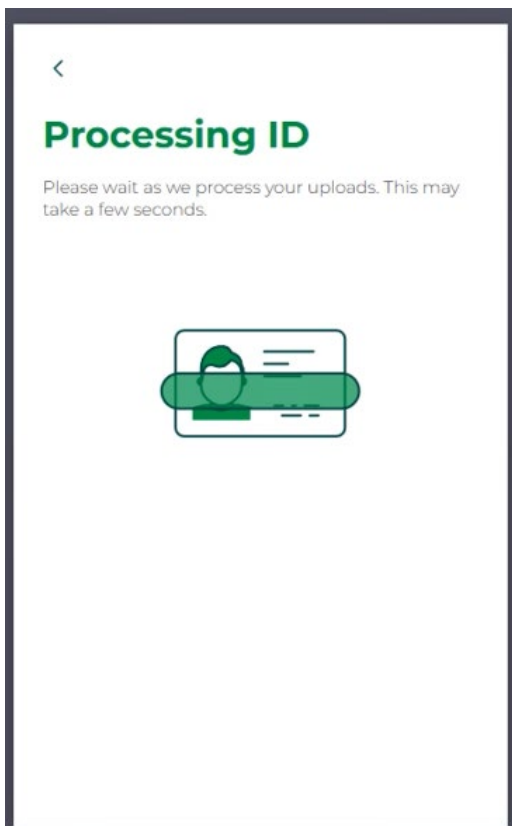


Photo review:

- System prompts: "Make sure lighting is good and any lettering is clear before continuing."
- **Use this photo** — proceed to selfie
- **Retake photo** — if image is blurry, cropped or poorly lit

ID processing and entering personal details



Processing ID — Persona analyzes the upload

A mobile app screen titled 'Just the basics' with the 'Priority Health' logo in the top left and a close 'X' button in the top right. Below the title is a message: 'Please review your information below and make any corrections before continuing.' The form contains five input fields: 'First name', 'Middle name', 'Last name', 'Identification number', and 'ID type' (a dropdown menu with 'Select...' and a downward arrow).

Just the basics — Enter missing information and check auto-populated text

The **Just the basics** form auto-populates the information from your ID. Be sure to scroll down to verify all the information.

Face scan capture and identity verification

Let's make sure you're you.

Position yourself in the center of the camera and then move your face left and right to show both sides.



Get started

Continue on another device

Get started taking your photo on this device or choose to use another device

Center yourself on the screen

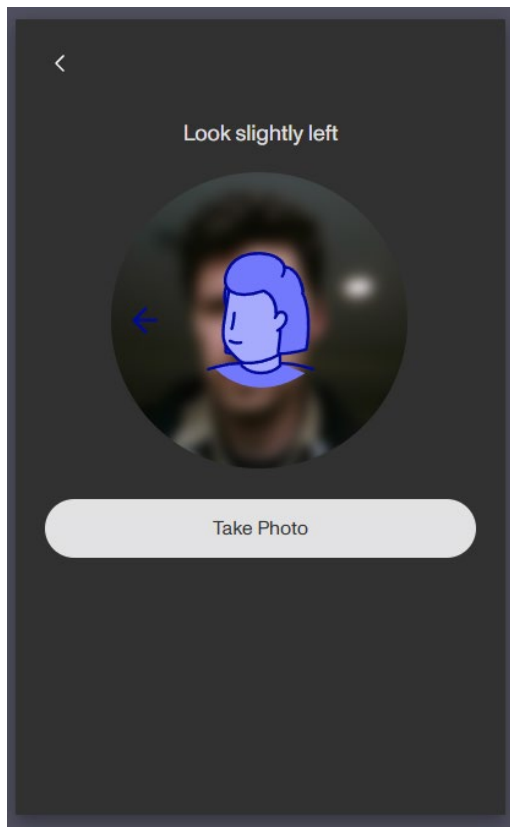


Take Photo

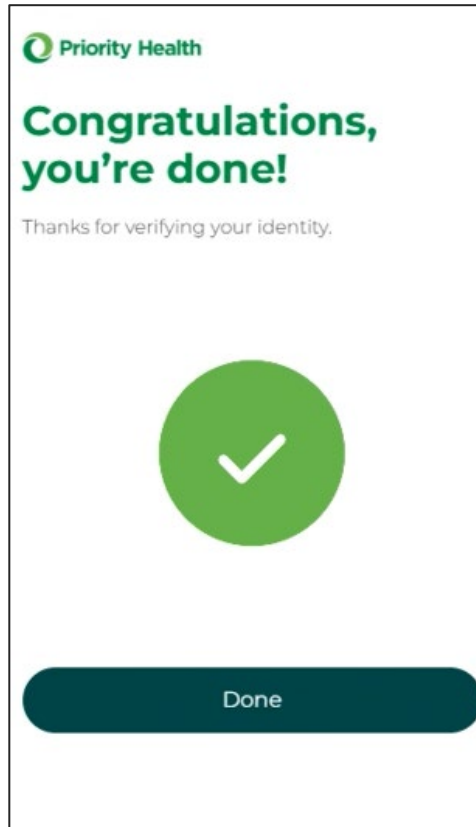
Take a selfie — Let it autocapture or manually click **Take photo**

Persona performs liveness detection and compares the selfie against the ID photo. The verification process typically takes a few seconds.

Finish face scan capture and complete verification



Turn your head slightly left and right when prompted



Click **Done** to close Persona and return to portal

If verification fails, Persona will explain why so you can try again. If it continues to fail, call the tech support number shown.

Need help?

- **For help with the identity verification process:** Visit help.withpersona.com/for-end-users
- **For further assistance if you fail identity verification:** Call the Priority Health tech support team at **800.942.4765, option 5, then option 1** (Mon.-Thurs. 8-6; Fri. 9-5).

You must pass identity verification to get a Provider Portal account.



03

Receiving your login credentials

Completing verification and receiving the confirmation email





Identity verification complete

A confirmation email for your request has been sent. Your request will be reviewed before you are granted access.

You've requested a portal account with Priority Health  Summarize this email

 External POC-no-reply@email.priorityhealth.com

To:

Wed 5/27/2026 2:55 PM

 Retention: 18_Month_Email_Retention_Policy (1 year, 5 months) Expires: Thu 11/18/2027 1:55 PM

Thank you for completing verification. Your account request is currently in review by our teams or the site administrator if the requested site already exists.

Your reference number is **32665**. Be sure to save this email. You will need this number later to finish your account registration.

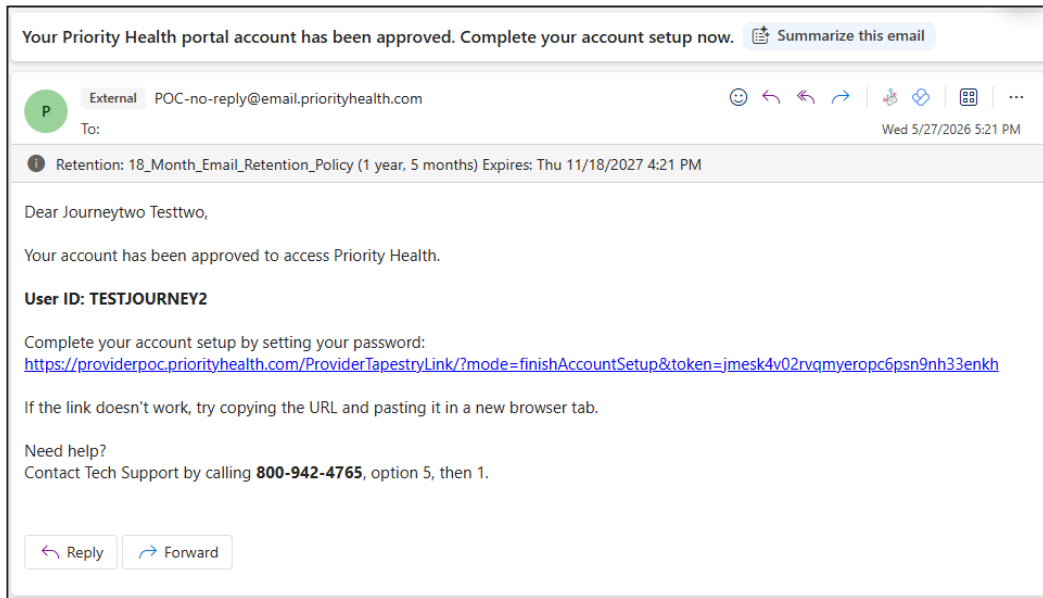
Having trouble?
Contact Tech Support by calling:
Provider Portal: **800-942-4765**, option 5, then 1.
Agent/employer portals: **844-548-2574**

Priority Health

 Reply  Forward

IMPORTANT: Save the reference number in your confirmation email. You **will** need it later to log in.

Identity verification complete

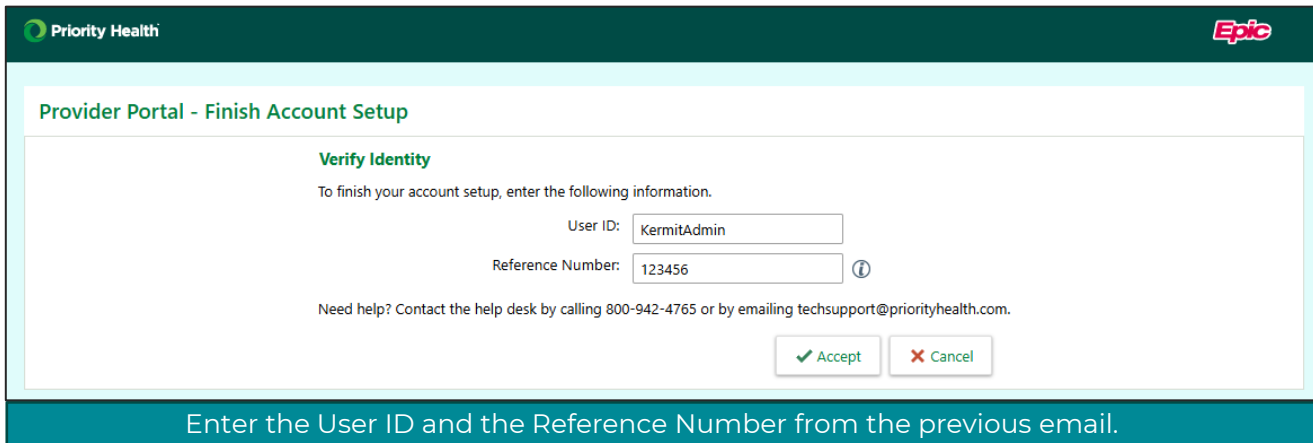


Request approved:

- The account request is now sent to the Site Administrator for approval
- In some cases, Priority Health may then also need to approve your request
- Once the request is approved, the User ID is emailed. (Save this email and/or make note of the User ID.)
- This email also contains a link to complete account setup by setting a password.

Note: Account approval could take up to several weeks. **Register early to avoid delays in access.**

Final setup



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Provider Portal - Finish Account Setup

Verify Identity

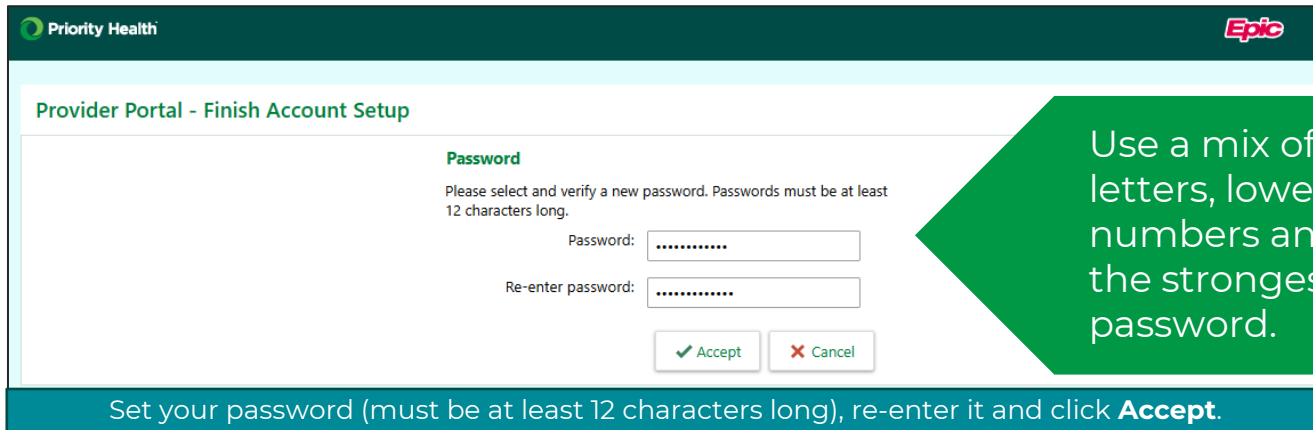
To finish your account setup, enter the following information.

User ID:

Reference Number: ⓘ

Need help? Contact the help desk by calling 800-942-4765 or by emailing techsupport@priorityhealth.com.

Enter the User ID and the Reference Number from the previous email.



Priority Health **Epic**

Provider Portal - Finish Account Setup

Password

Please select and verify a new password. Passwords must be at least 12 characters long.

Password:

Re-enter password:

Use a mix of uppercase letters, lowercase letters, numbers and symbols for the strongest possible password.

Set your password (must be at least 12 characters long), re-enter it and click **Accept**.

First login



Provider Portal

User ID

Password

LOG IN

[Forgot password?](#)

[Request a New Site](#)

[Request Account at Existing Site](#)

[Check Claim Status](#)

[Verify Eligibility Status](#)

You can log in as soon as you receive your login credentials, but the portal's full functionality won't be unlocked until Sept. 1.

Provider Portal Password Notification

[Summarize this email](#)

External POC-no-reply@email.priorityhealth.com
To: ☐

Retention: 18_Month_Email_Retention_Policy (1 year, 5 months) Expires: Wed 11/17/2027 5:31 PM

The password on your Provider Portal account has been set.

You can now [login](#) to your Provider Portal account.

Need help?

Contact Tech Support by calling:

Provider Portal: **800-942-4765**, option 5, then 1.

Agent/employer portals: **844-548-2574**

[Reply](#)

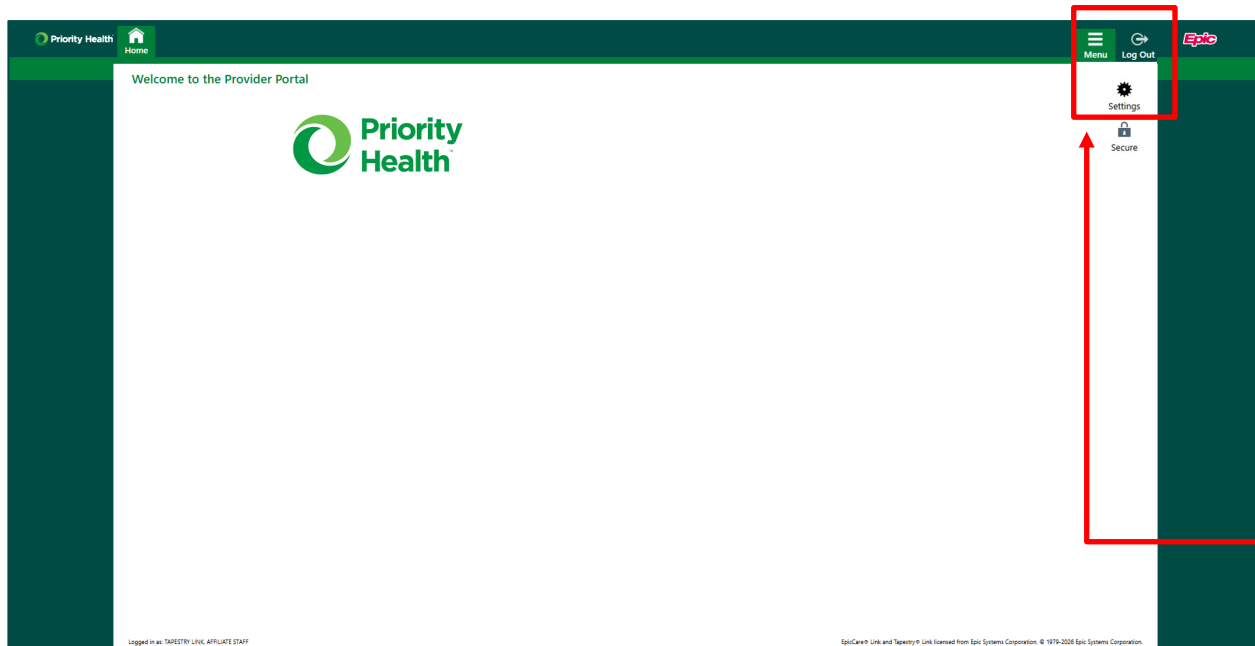
[Forward](#)

Log in with your new credentials.

You'll receive a final email confirming that your password has been set.

Make note of your password. If you ever forget what it is, though, click **[Forgot password?](#)** at the login screen.

Restricted access prior to September 1

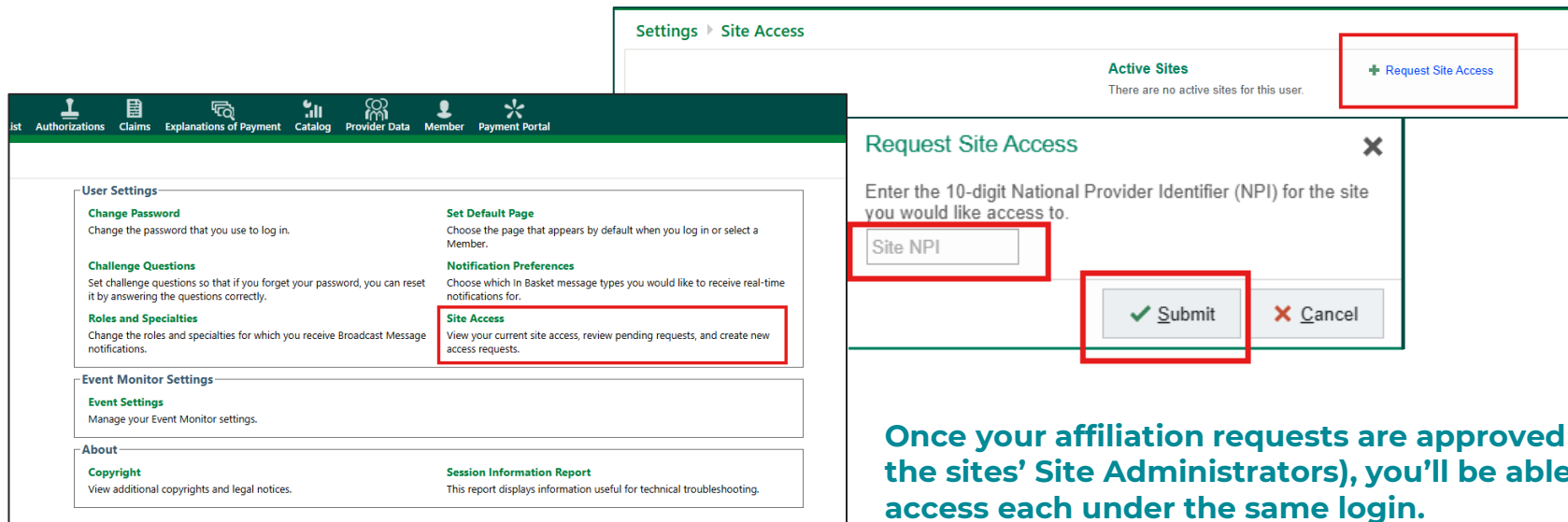


Until the new Provider Portal officially goes live on September 1, this is what you'll see when you log in. While you won't be able to use most of the portal's functionality, you can access your settings by clicking the **Menu** dropdown, then **Settings**.

Need additional site affiliations?

Request them in your portal

Settings > Site Access > Request Site Access > Enter the site's Type 2 NPI > Submit



Settings > Site Access

Active Sites
There are no active sites for this user.

[+ Request Site Access](#)

Request Site Access

Enter the 10-digit National Provider Identifier (NPI) for the site you would like access to.

Site NPI

Once your affiliation requests are approved (by the sites' Site Administrators), you'll be able to access each under the same login.

We're here to help.

If you run into any issues with requesting an account, completing identity verification or getting a Provider Portal account, call the Priority Health tech support team at **800.942.4765, option 5, then option 1** (Mon.-Thurs. 8-6; Fri. 9-5).



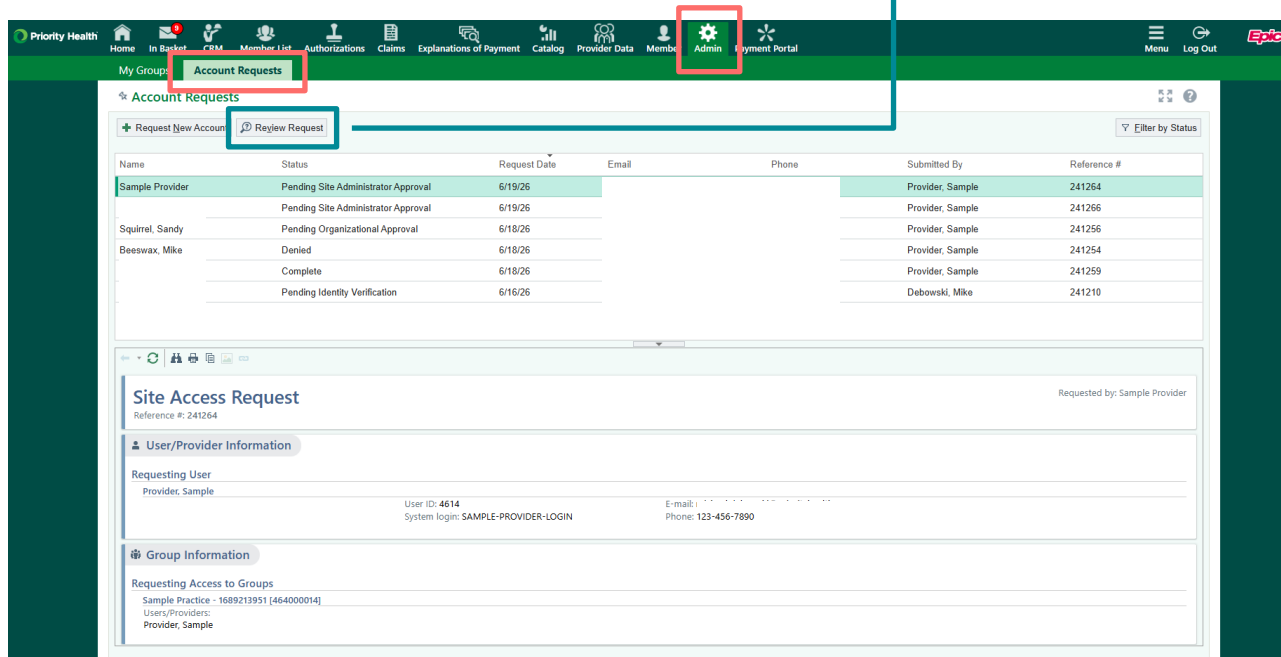
04

For Site Administrators:

Approving account requests

1 Log in and go to **Admin > Account Requests**

2 Select the request you'd like to approve or deny and click **Review Request**.



Account Requests

Request New Account | **Review Request**

Name	Status	Request Date	Email	Phone	Submitted By	Reference #
Sample Provider	Pending Site Administrator Approval	6/19/26			Provider, Sample	241264
	Pending Site Administrator Approval	6/19/26			Provider, Sample	241266
Squirrel, Sandy	Pending Organizational Approval	6/18/26			Provider, Sample	241256
Beeswax, Mike	Denied	6/18/26			Provider, Sample	241254
	Complete	6/18/26			Provider, Sample	241259
	Pending Identity Verification	6/16/26			Debowski, Mike	241210

Site Access Request
Reference #: 241264

Requested by: Sample Provider

User/Provider Information

Requesting User
Provider, Sample

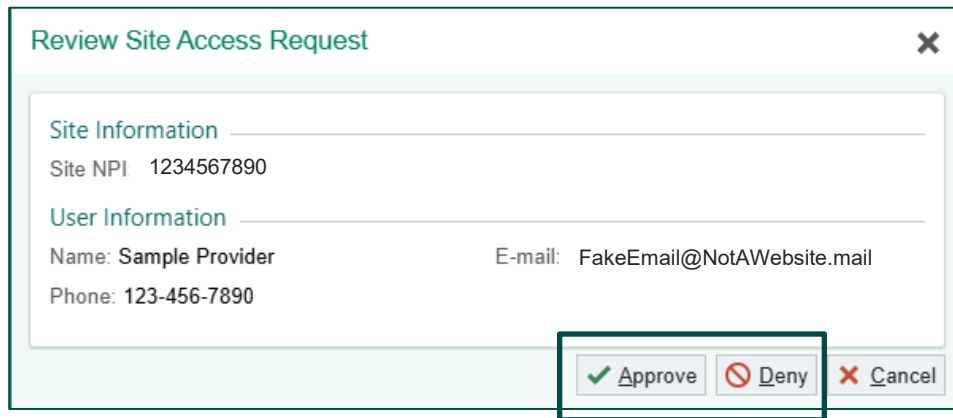
User ID: 4614
System login: SAMPLE-PROVIDER-LOGIN

E-mail: [redacted]
Phone: 123-456-7890

Group Information

Requesting Access to Groups
Sample Practice - 1689213951 [464000014]
Users/Providers:
Provider, Sample

- 3 Select **Approve** or **Deny** in the pop-up box that appears



Review Site Access Request

Site Information

Site NPI 1234567890

User Information

Name: Sample Provider E-mail: FakeEmail@NotAWebsite.mail

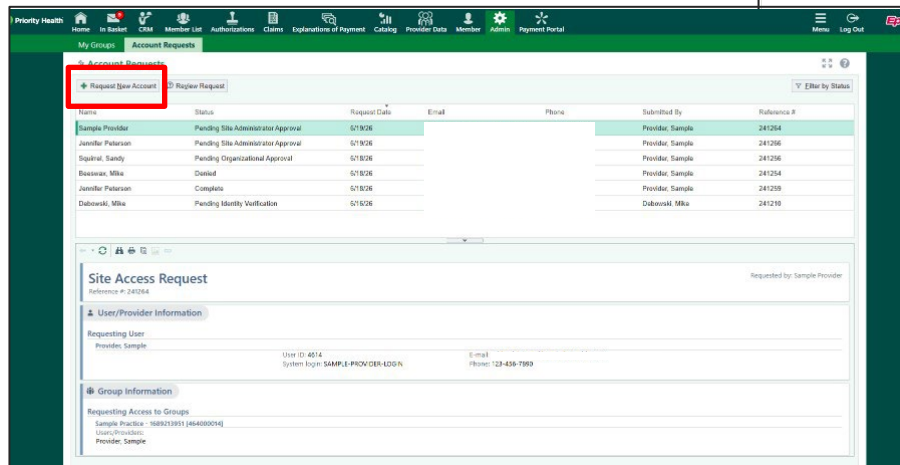
Phone: 123-456-7890



If you accidentally **Deny** a user's affiliation request, you can't undo it. Have them re-submit a request for affiliation.

Want to request accounts on users' behalf?

Admin > Account Requests > Request New Account > Add a user to an existing site > Select role type > Fill out fields > Submit Request



Name	Status	Request Date	Email	Phone	Submitted By	Reference #
Sample Provider	Pending Site Administrator Approval	5/19/26			Provider, Sample	241254
Jennifer Peterson	Pending Site Administrator Approval	5/19/26			Provider, Sample	241256
Sqigral, Sandy	Pending Organizational Approval	5/19/26			Provider, Sample	241256
Blessaw, Mike	Denied	5/19/26			Provider, Sample	241254
Jennifer Peterson	Complete	5/19/26			Provider, Sample	241259
Dubowski, Mike	Pending Identity Verification	5/19/26			Dubowski, Mike	241210

Site Access Request

Reference #: 241254 Requested by: Sample Provider

User/Provider Information

Requesting User: Provider, Sample

User ID: 4814
System Login: SAMPLE-PROV-DER-EDON

E-mail:
Phone: 123-456-7890

Group Information

Requesting Access to Groups: Sample Practice - 1689213951 (4640300014)

User's Provider: Provider, Sample

User Information

First name:

Middle name:

Last name:

Work email:

Ensure this email address can be accessed. A verification email will be sent when this request is submitted.

Site Information

User group:

Basic Information

Work phone:

Other

Preferred ID:

Site Administrator

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

☐ Make this user a site administrator

Submit Request

Cancel

If you'd like to give the new user Site Administrator status, check this box.

My Groups

All Groups

Name	Login ID	Provider	Email	Enrolled In 2FA	Last Login	
	(No Access)	Yes		No		 
Epiccare Link, Physician, MD	(No Access)	Yes		No		 
Epiccare Link, Site Administrator	LINKSITEADMIN	No		Yes	6/9/2026 10:32 AM	 
	(No Access)	Yes		No		 
	SHHOSPITALSAFF	No		No	6/19/2026 12:33 PM	 
	SHHOSPITALSADMIN	No		No	6/19/2026 2:00 PM	 
Surgery, Physician, MD	(No Access)	Yes		No		 
Tapestry Link, Affiliate Staff	TLSTAFF	No		Yes	6/16/2026 10:52 AM	 
Tapestry Link, Tpa Staff	TLTPASTAFF	No		No	5/29/2026 12:26 PM	 
Tapestry, General External Provider, MD	MC PROVIDER	Yes		Yes	6/19/2026 1:07 PM	 
Tapestry, Inpatient External Provider, MD	(No Access)	Yes		No		 

See all affiliated users for each of your sites.

Change the site with the **All Groups** dropdown.

Change affiliated user passwords.

Use the blue key icon in the last column.

Deactivate affiliated users.

Deactivating disaffiliates users from your site.

A few more announcements...

Upcoming **Provider Portal** training with Priority Health...

Clinicians

- [Monday, Aug. 17 at noon](#)
- Monday, Aug. 24 at noon
- Monday, Aug. 31 at noon

Authorization coordinators

- [Tuesday, Aug. 18 at noon](#)
- Tuesday, Aug. 25 at noon
- Tuesday, Sept. 1 at noon

Provider support staff

- [Wednesday, Aug. 19 at noon](#)
- Wednesday, Aug. 26 at noon
- Wednesday, Sept. 2 at noon

Billers

- [Thursday, Aug. 20 at noon](#)
- Thursday, Aug. 27 at noon
- Thursday, Sept. 3 at noon

General users & Site Admins

- [Friday, Aug. 21 at noon](#)
- Friday, Aug. 28 at noon
- Friday, Sept. 4 at noon

Registration for the first session for each is now open.

Registration for additional sessions will open in mid-August.

Questions?

Thank you for your questions.

If your question isn't resolved today, we'll be sure to connect with you via email soon.

How'd we do?

Tell us your thoughts.

Take our survey.

