

Quarterly NEWSLETTER

FOR PROVIDERS, PRACTICES AND FACILITIES

Aug. 12, 2026 | Summer Issue

In this issue

Welcome to our Quarterly Newsletter for providers, practices and facilities, where you'll find helpful updates, a link to our quality newsletter and more.

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Message from Dr. Rzeszutko

Our commitment to providers and patients

As we prepare for the launch of our new Provider Portal, I want to thank you all for your partnership and remind you of our commitment to working alongside our providers as you care for your patients, our members.

On Sept. 1, we're working with Epic to replace our provider portal, prism, and our prior authorization tool, GuidingCare, with a **new portal**. We're also moving to Optum Financial / ECHO Health Inc for **claims payments and remittance advices**.

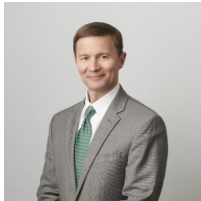
Ultimately, we're making this change because it's going to have a positive impact on care and coverage for our members – making our processes more efficient and making it easier for us to serve you better.

I'm reminded of our mutual partnership this time of year when we award our annual provider Quality Awards. Recently, we had the honor of recognizing our **2025 Quality Award recipients** – 329 practices throughout Michigan who received the highest overall scores through our PCP Incentive Program (PIP). We set high targets, with practices needing to meet or exceed the national 90th percentile across 12 performance outcomes in preventive care and chronic disease measures, including cancer screening, immunizations and chronic condition management.

These awards tie directly to our focus on **preventive care** to improve health outcomes for your patients, lower costs over time and support personalized care between patients and providers. We offer many preventive care services for \$0 as a commitment to the communities we serve.

The new Provider Portal and the Quality Awards are all part of our important partnership and dedication to the health and care of our members. We thank you for your vital role in that.

David Rzeszutko, MD, MBA
Vice President, Medical and Clinical Operations



David R.

New Provider Portal launches Sept. 1

Have you requested a new Provider Portal account yet? If not, please [request one today](#) to avoid losing portal access when prism retires on Sept. 1.

If you've submitted an account request but haven't heard anything in more than a couple weeks, call our tech support team for assistance at [800.942.4765](tel:800.942.4765), option 5, then option 1 (Mon.-Thurs. 8-6; Fri. 9-5).

What else do I need to do to get ready for the new Provider Portal?

If your account request has been approved, the most important part is done. But we're encouraging everyone to sign up for at least one of our training webinars to learn how to use the new Provider Portal effectively:

- Monday, Aug. 17 at noon: [Clinicians](#)
- Tuesday, Aug. 18 at noon: [Authorization coordinators](#)
- Wednesday, Aug. 19 at noon: [Provider support staff](#)
- Thursday, Aug. 20 at noon: [Billers](#)
- Friday, Aug. 21 at noon: [General users & Site Administrators](#)

You're welcome and encouraged to register for multiple events. For more details about each training and some additional dates, check out our [webinars page](#).

What about all my prism data?

Closed items, including inquiries, claims, authorizations and disputes/appeals will be visible in your new Provider Portal account. But any open/pending items won't be visible in your new account until they're resolved. We're still committed to completing these requests according to previously stated [turnaround times](#). **Please do not call or email about these open items unless they've remained unresolved beyond the promised times.**

Submitting non-urgent requests after Sept. 1 will allow you to track them.

So you don't lose visibility into pending activity, we recommend holding off on submitting anything non-urgent/post-service from mid-August until Sept. 1. That way, you'll be able to complete the process on the new portal end-to-end and track the status at each step along the way.

One last thing: Secure messaging is changing.

Secure messaging will move to the new Provider Portal for all users with access. Before Sept. 1, review your Secure Mailbox account and download any important data, including messages you want to save.

Register for an account today

The new Provider Portal is replacing prism on Sept. 1.

Don't wait. Requesting access takes less than 10 minutes.

[Getting Started](#)



Provider payment process updates

Your Priority Health payments will come from ECHO starting Sept. 1

As a reminder, on Sept. 1, 2026, you'll start receiving claim and capitation payments, remittance details and 1099s from ECHO Health Inc., in partnership with Optum Financial. If you haven't already, we encourage you to take action to establish your payment preferences Optum / ECHO.

Note: Contact ECHO Card Services at [833.202.5918](tel:833.202.5918) if you'd like to confirm or change your payment setup or opt out of virtual credit card payments.

Know whether you need to take action

Providers getting EFT / ERA now don't need to take action (mostly)

We securely shared your banking and clearinghouse information with ECHO to get you set up to receive EFT / ERA without interruption. Unless you got a notice from ECHO stating your data migration was unsuccessful, you're all set. If your data migration was unsuccessful, you'll need to [enroll in EFT](#).

Providers getting paid by paper check now may want to take action soon

You can get your payments from ECHO by paper check, but it's not automatic. And there are more payment choices available, including EFT, virtual credit card (VCC), e-check and paper check. [Review your payment options](#) and start taking any necessary steps to set up your payment preferences.

If you don't take any action, you'll automatically receive payments by virtual credit card (VCC). You can opt out any time. [Learn more](#).

Attend a provider training webinar

Join us for a provider training webinar and be prepared for when our payment process changes with Optum Financial and ECHO Health Inc. go into effect on Sept. 1, 2026.

You'll learn about:

- What's changing with this transition, and what's not
- Details on the dual payment operations period, when you may receive payments from two systems simultaneously
- Your payment options, including EFT, virtual credit cards, e-check and paper check
- Who doesn't need to take action this summer, and who may want to
- When to take action to establish payment preferences
- Provider notification letters that will be sent out this summer
- Who to contact with questions

How to register

We've held three sessions so far – each covering the same information – with our final session coming up next Tues., Aug. 25 at 12 p.m. ET. [You can register online now.](#)

Can't join us?

All webinars are recorded and posted to our [provider webinars webpage](#) within a week of the event, so you can watch at your convenience. As a registrant, you'll also get a link to watch the recording on demand sent right to your email inbox.

Make sure your payment preferences are set.

You'll start getting claim payments from ECHO Health Inc. on Sept. 1.
Are you ready? Learn about the transition, available payment options and more.

[Learn More](#)

Medicare & Medicaid quality

Get our latest Quality updates and education on topics like:

- Medicaid comprehensive preventive care visits
- 2026 member experience surveys
- Medicaid eligibility changes
- Supporting healthy pregnancies and birth outcomes
- Medicare gap closure for diabetes and osteoporosis management
- Caregiver support through Carallel

HIDE-SNP and D-SNP Model of Care training

New this year: Training is now required for all providers in our Medicaid network, in addition to our Medicare network. All providers must **complete training by Dec. 31, 2026.**

[Complete my training](#)



Latest news & updates

See the [latest news](#) posted to our Provider Manual from late February to late May:

AUTHORIZATIONS

- 6/23: [Submit transplant & NICU authorizations via our provider portal, effective Sept. 1](#)

BILLING & PAYMENT

- 7/22: [Medicare Annual Wellness Visits will remain covered once per calendar year](#)
- 7/20: [July 2026 billing policy updates](#)
- 7/15: [Your payments will be delivered by ECHO starting Sept. 1](#)
- 6/23: [Chelation therapy policy and billing updates effective Sept. 7](#)
- 6/22: [Important reminders about our new claim dispute process](#)
- 6/15: [June 2026 billing policy updates](#)

PHARMACY

- 6/8: [New CMS BRIDGE program expands Medicare access to GLP-1 weight loss medications starting July 1](#)

PLANS AND BENEFITS

- 7/20: [HIDE-SNP members may qualify for LTSS](#)
- 6/22: [Reminder: Changing ACNs may change your patients' access to you or their cost share](#)
- 6/22: [Members with a PHP TPA card have access to Priority Health's network through the Cigna Strategic Alliance](#)

- 6/22: [New optional supplemental product offers member incentives for choosing top-performing providers](#)
- 6/8: [Reminder: Medicare providers are required to see our dual eligible members regardless of Medicaid status](#)

PRIORITY HEALTH

- 7/29: [Getting ready for the new Provider Portal on September 1](#)
- 7/15: [Account registration for our new Provider Portal opens for all users on August 3](#)
- 7/15: [Had issues during site creation for the new Provider Portal? Check here for updates.](#)
- 7/15: [Sturgis Hospital closed as of June 19, 2026](#)
- 6/30: [Member eligibility response \(271\) changes coming Sept. 1](#)
- 6/30: [Here's your one-stop guide to provider communications](#)
- 6/22: [prism Security Administrators: Take action today if you haven't yet created a site for our new Provider Portal](#)
- 6/8: [prism Security Administrators: Create a site for our new Provider Portal beginning Monday, June 15](#)
- 6/8: [Announcing our 2026 Provider Mini-Grant recipients](#)
- 6/3: [Get our spring Quarterly Newsletter and Quality Newsletter](#)

REQUIREMENTS & RESPONSIBILITIES

- 6/22: [Reminder: You must complete our CMS-required HIDE-SNP and D-SNP Model of Care training by Dec. 31](#)

TRAINING OPPORTUNITIES

- 7/29: [Register now for our new Provider Portal training webinars](#)
- 6/29: [Register now for our new Provider Portal all-user account registration training beginning July 27](#)
- 6/22: [Check out our new provider education videos on Risk Adjustment and Medicare quality](#)
- 6/16: [Registration is open for our Optum payments webinar series](#)



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