

# PriorityActions

IMPORTANT UPDATES FOR OUR PROVIDER NETWORK

March 5, 2026 | Issue #4.5

## Reminder: prism offers alternatives to contacting our call center

[Priority Health news](#)

Our provider call center wait times continue to be longer than normal. We know this causes challenges for you and your patients, and we're making changes so we can respond faster.

While we wait for these solutions to have full impact, we'd like to remind you that you might be able to find what you need in prism or our [Provider Manual](#). We're sharing some helpful tips that might save you time. | [Read More](#)

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## Reminder: Providers in Priority Health's PPO network should see all group commercial members with Cigna Healthcare and their affiliates

[Plans and benefits news](#)

Through our [Strategic Alliance](#) with Cigna Healthcare, members with any employer health plan through Cigna and their affiliates are in network with Priority Health PPO providers. These members should be considered in network even if "Open Access Plus" or "OAP" does not appear on their member ID cards. | [Read More](#)

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## Update: EOBs no longer accepted through prism inquiries for claim reprocessing

[Billing and payment news](#)

Effective May 5, 2026 we'll no longer accept an EOB attached to a prism inquiry for claim adjustment. If a claim is denied for needing the other payer's information, providers must resubmit the claim electronically with the other insurance payment information included. | [Read More](#)

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## Register now for our March 26 behavioral health billing & coding webinar

[Training opportunities news](#)

Join us for a [behavioral health billing & coding webinar](#) on Thursday, March 26 at noon. Topics include Collaborative Care codes, autism billing, modifiers and denials related to behavioral health, coding for social workers, common denials in behavioral health, telehealth coding and coding for Risk Adjustment in behavioral health. | [Read More](#)

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## Get our winter Quarterly Newsletter and Quality Newsletter

[Priority Health news](#)

Our winter 2026 Quarterly Newsletter and Quality newsletter are [now available](#). | [Read More](#)

You're receiving this bi-weekly provider newsletter because you've opted into receiving communications from Priority Health. Questions? Please contact our Provider Helpline at [800.942.4765](tel:800.942.4765), or if you're part of an Accountable Care Network (ACN), please contact your Provider Network Management specialist.

Access an archive of our PriorityActions for providers emails [here](#).



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