



Pre-login functionality

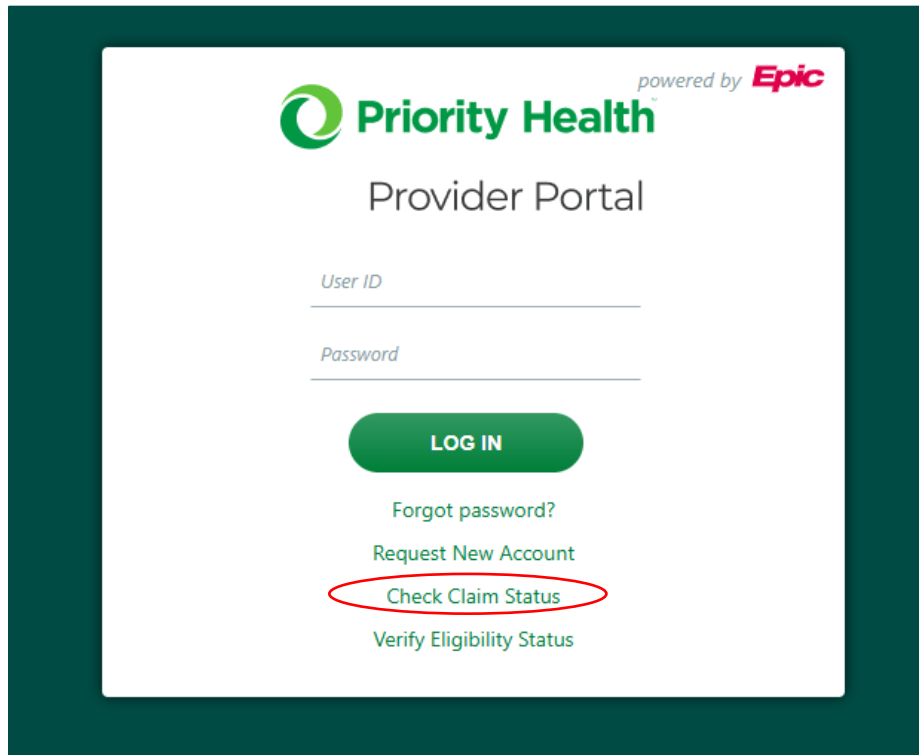
Provider Portal user guide

Checking claim status	1
Verifying member eligibility	3

Without a Provider Portal account, you can check the status of claims and verify member eligibility. However, we strongly recommend that you create an account if you regularly see Priority Health members. Having a portal account will make working with us easier and will give you greater access to data on members and their associated claims.

Checking claim status

Go to the Priority Health provider portal login page and click “Check Claim Status” beneath the “Log In” button.



On the subsequent screen, either the Provider NPI or the Vendor Tax ID (that is, the provider’s tax ID), the claim ID and either the billed amount or the earliest date of service. Finally, check the box in the reCAPTCHA verification check and click the “Search” button in the bottom right.

Find a Claim

Use this page to check on the status of a submitted claim. We'll need a few pieces of information to narrow down your search. To securely view additional claim details, please [log in](#) or [create an account](#).

✓ **Who submitted the claim?**

Enter one of the following:
A) **Provider NPI**
B) Vendor Tax ID

Provider NPI

1184987711

Vendor Tax ID

✓ **What were the claim details?**

Enter one of the following:
A) **ID + Billed Amount**
B) **ID + Earliest Date of Service**

ID

484317

Billed Amount

Earliest Date of Service

12/15/2025

✓ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

Search

The next screen will give you the claim status and basic claim information. To view additional details or to dispute the claim online, you will need to click the green hyperlinked **log in** or **create an account** text. Search for additional claims pre-login by clicking the **Search Again** button in the bottom right.

Find a Claim ▶ **Claims Report**

To securely view additional claim details, please [log in](#) or [create an account](#).

Claim #484317

Billed Amount **\$19.99**

Net Payable **\$0.00**

 **Denied**

Claim status date: 2/16/26

Additional Information

Claim Type
CMS

Date Received
2/16/26

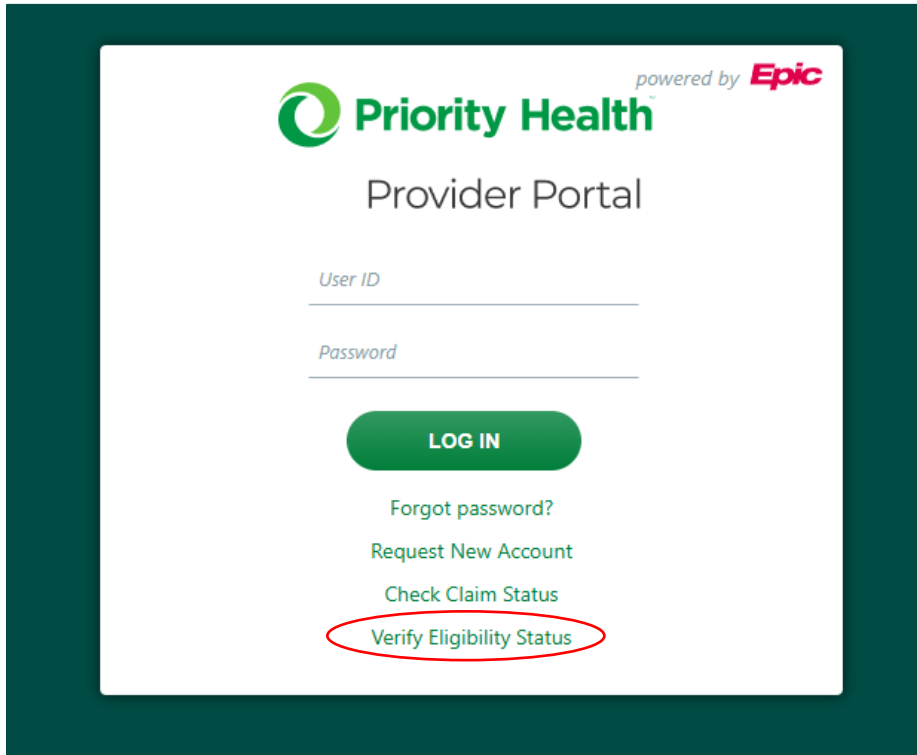
Vendor
SPECTRUM HEALTH HOSPITALS

Provider
CLARK, WILLIAM D

Search Again

Verifying member eligibility

Go to the Priority Health provider portal login page and click **Check Claim Status** beneath the **Log In** button.



The screenshot shows the Priority Health Provider Portal login page. At the top, it says "powered by Epic". Below the logo, it says "Provider Portal". There are two input fields: "User ID" and "Password". Below these fields is a green "LOG IN" button. Underneath the button are four links: "Forgot password?", "Request New Account", "Check Claim Status", and "Verify Eligibility Status". The "Verify Eligibility Status" link is circled in red.

On the subsequent screen, enter either the Provider NPI or Vendor Tax ID and the member's ID number, date of birth and legal sex. For current coverage, don't enter any date into the **View eligibility as of:** field. Finally, check the box in the reCAPTCHA verification check and click the **Search** button in the bottom right.

Verify Eligibility

Use this page to check on the eligibility status for a member. We'll need a few pieces of information to narrow down your search. To securely view additional eligibility details, please [log in](#) or [create an account](#).

✓ **Who is requesting information?**

Enter one of the following:

A) **Provider NPI**

B) **Vendor Tax ID**

Provider NPI

Vendor Tax ID

✓ **Who are you verifying eligibility for?**

The following are required to look up the member:

A) **Member ID**

B) **Date of Birth**

C) **Legal Sex**

Member ID

Date of Birth

Legal Sex

ZIP Code

What date do you want to verify eligibility for?

If no date is entered, we will check current eligibility.

View eligibility as of:

✓ I'm not a robot

 reCAPTCHA

[Search](#)

The next screen will give you the member's eligibility status and basic coverage information. To view additional coverage or benefit details, you will need to click the green hyperlinked **log in** or **create an account** text. Verify eligibility for additional members pre-login by clicking the **Search Again** button in the bottom right.

Verify Eligibility > Eligibility Report

To securely view additional eligibility details, please [log in](#) or [create an account](#).

✓

Active

Epic Non-Verified Coverage

MC NON-VERIFIED - MC NON-VERIFIED

Member: Baby Box

Relationship to Subscriber: Self

Effective 11/19/2025 - onward Member ID 960000271-00

Line of business HMO

[← Search Again](#)