

PriorityActions

IMPORTANT UPDATES FOR OUR PROVIDER NETWORK

Sept. 17, 2026 | Issue #4.19

Updated timelines for our payment process change

We recently announced that we postponed the payment process updates with ECHO Health Inc. (“ECHO”) until Jan. 1, 2027, to align with the new launch date of our Provider Portal powered by Epic. For dates of service through Dec. 31, 2026, your Priority Health payments and remittance advices will continue to be delivered as they are today, with delivery via ECHO beginning with 2027 dates of service. | [Review the updated timelines.](#)

Account registration for the new Provider Portal is still open

The launch for our [new Provider Portal](#) is now Jan. 1, and account registration remains open. If you haven’t done so yet, visit our [Getting Started page](#) for detailed instructions on getting access. Site Administrators should also log into their Provider Portal account on a regular basis (ideally daily, but at least weekly) to check for affiliation requests. | [Review account registration details.](#)

Upcoming deadlines for the 2026 PIP program

As a reminder, several deadlines for the 2026 PCP Incentive Program (PIP) are approaching, including PCMH designation attestation in PRA (**due Oct. 15**), supplemental data submission for Jan. 1-June 30 (**due Nov. 1**) and PCP-to-practice “subgroup” organization in PRA (**due Nov. 16**). | [Review the PIP deadlines.](#)

2026 PIP reports will continue to be delivered via Filemart

Due to the postponement of our new Provider Portal launch, Filemart will remain available through the end of the year. PCP Incentive Program (PIP) reports will continue to be delivered through Filemart during this period, and SFTP delivery will no longer be needed this year. We appreciate your partnership and flexibility as we work toward the planned transition to Inovalon reporting in 2027. | [Review reporting details.](#)

Sept. 2026 billing policy updates

We publish billing policies to offer transparency and help providers bill claims more accurately to reduce delays in processing claims, as well as avoid rebilling and additional requests for information. We add new and update several existing policies each month. Be sure to review carefully. Some policy updates will be effective Nov. 16, 2026, due to new requirements or changes that may impact how you work with us. | [Review the policy updates.](#)

Update to Billing Provider address on claims

Effective Nov. 16, 2026, we'll no longer accept commercial and Medicare claims submitted with a P.O. Box in the Billing Provider address field. These claims will be front-end rejected back to the provider. This already applies to Medicaid claims and is in alignment with HIPAA standard and NUCC guidance. | [Review the](#)

[billing guidance.](#)

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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