

PriorityActions

FOR PROVIDERS

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Welcome to our biweekly PriorityActions for providers, where you'll receive important information to help you work with us and care for our members.

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You're receiving this email because you're a part of an Accountable Care Network (ACN) or Provider Organization (PO) with us. Please share relevant information with your provider groups and practices. Your Provider Network Management specialist remains your primary contact for support.

BILLING AND PAYMENT

June 2025 billing policy updates

We publish billing policies to offer transparency and help you bill claims more accurately to reduce delays in processing claims, as well as avoid rebilling and additional requests for information.

The following billing policies were recently published to or updated in our Provider Manual – see details in our [recent news item](#).

Policies with an * are effective Aug. 25, 2025. All others represent our current system set up and/or expectations for transparency. There are either no changes for you as the policy is already in effect or the policy was recently shared with the network and we're implementing a clinical edit in alignment with the policy's language.

New billing policies

- Blepharoplasty, blepharoptosis and brow lift*
- Botulinum toxin type A & type B
- Epidural steroid injection for pain management (ESI)

- Hypoglossal nerve stimulation for treatment of obstructive sleep apnea
- Mechanical vent and length of stay
- Micro-invasive glaucoma surgery
- Miscellaneous durable medical equipment (DME) supplies*
- Non-invasive peripheral arterial vascular studies
- Osteogenesis stimulator device*
- Paid amount exceeds billed amount*
- Preventive services
- Removal of benign skin lesions
- Percutaneous Vertebral Augmentation (PVA) for Vertebral Compression Fracture (VCF)
- Site neutral medical drug*

Updated billing policies

- Allergy injection and immunotherapy
- Continuous glucose monitor (CGM) supplies*
- Electrocardiograph (EKG or ECG) monitoring (Holter or real time)
- Evaluation and management
- Facility modifiers
- General coding
- Miscellaneous durable medical equipment (DME)
- Negative pressure wound therapy pumps*
- Ostomy supply
- Oxygen and oxygen supplies*
- Prosthetics, orthotics and footwear*
- Readmissions reimbursement
- Skilled nursing facility
- Surgical dressings

TRAINING OPPORTUNITIES

Register now for our July 10 billing & coding webinar

Join us for our summer billing and coding webinar to learn about:

- **Clinical edits** we commonly see applied to claims and coding tips to avoid them
- **Modifiers** that are commonly misused and how to use them appropriately
- **Medically Unlikely Edits (MUE)** denials and how to interpret adjustment indicators for each HCPCS/CPT code

- **Unlisted codes** billing and how to get them processed on the first submission
- **Corrected claims** and how to submit them
- **prism navigation** and resources to help you find what you need and get your questions answered

REGISTER NOW

Can't join us?

All webinars are recorded and posted to our [provider webinars page](#) within a week of the event, so you can watch at your convenience.

PRIORITY HEALTH

Important: Be on the lookout for the Provider Experience Survey being sent to providers and provider staff in early July

Beginning the week of July 7, we're sending out our Provider Experience Survey to providers who work with us, and we're encouraging everyone who receives a survey invite to participate. Please be on the lookout for an email, phone call and/or letter from Press Ganey on behalf of Priority Health.

What is the Provider Experience Survey?

The Provider Experience Survey is an extensive provider satisfaction survey that allows you to evaluate the experience of being in our network. It's administered by a third party, Press Ganey, who works with other major health plans to administer the same survey.

What do you need to do?

Be on the lookout for an email the week of July 7 from PriorityHealthProviderSurvey@sphsurvey.com. The survey is a random sample, so you may or may not receive an invite. It will go to both providers and provider staff.

To ensure the survey invite doesn't go to your spam folder, check with your administrators or IT team to get that email address on your organization's approved sender list. You may also be invited to the survey via phone or mail, so be aware that these calls and/or letters are

legitimate and sent by Press Gainey on behalf of Priority Health.

Is there a response deadline?

Yes, you'll have until August 20 to complete the Provider Experience Survey, but we encourage you to complete it as soon as possible upon receiving the invitation.

Questions?

Connect with your Provider Network Management specialist, [Lillian Pavano](#).

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



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