

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.

Aug. 7, 2025
Issue #3.16

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.

REQUIREMENTS AND RESPONSIBILITIES

Annova: New vendor supporting medical record retrieval

We've partnered with Annova Solutions to support medical record retrieval efforts for Priority Health-led and state-required audits.

Why it's important

Timely and efficient record retrieval can improve quality performance and helps ensure we're adhering to state and federal regulations.

How will Annova contact providers?

Annova will reach out to providers primarily through phone and fax. All outreach will be sent on Priority Health letterhead and/or will include a verifiable Priority Health phone number or email address. [Get more information on how to spot phishing scams and fraudulent record requests.](#)

Our vendor partnerships for record retrieval

Our Risk Adjustment and HEDIS teams have active partnerships with the following vendors for medical record retrieval:

- Annova
- Datavant
- Datalink
- Veradigm

Note: The above vendors are limited to record retrieval conducted by our Risk Adjustment and HEDIS teams. Our Payment Integrity team contracts with the following vendors for provider outreach for post-pay audits: Machinify (fka, VARIS, LLC), EXLSERVICE and Performant Recovery, Inc.

Submitting documentation digitally

To maximize time and efficiency, we encourage you to prioritize digital submission methods when sending us medical records, if you're able. These methods include:

- Remote EMR access
- A secure SharePoint folder (email ra@priorityhealth.com for setup information)
- Secure email

If you're contacted for a records request, a full list of submission methods will be included in the communication you receive.

PHARMACY

Medicare PA criteria updates take effect Oct. 1 for non-preferred hyaluronic acid products

Effective Oct. 1, prior authorization (PA) criteria will be updated for all non-preferred hyaluronic acid products for Medicare members to ensure they're used in accordance with guidelines from the Centers for Medicare & Medicaid Services (CMS). Find updated PA requirements [on the Medicare Local Coverage Determination \(LCD\) webpage](#) (Jurisdiction 8) or by using the [Medicare Coverage Database](#).

The following preferred hyaluronic acid products **will remain covered with no PA requirements**:

- Euflexxa

- Durolane®
- Gelsyn-3
- Supartz FX

What do you need to do?

We recommend reviewing PA criteria before submitting a prescription for a non-preferred hyaluronic acid product or prescribing a preferred hyaluronic acid product.

TRAINING OPPORTUNITIES

Register now for our Aug. 21 Medicare & Medicaid quality

Join us for our summer quality webinar to learn about:

- Preventive care for Priority Health Medicare and Medicaid members
- Raising awareness for Falls Prevention Awareness Week
- SOGIE (Sexual Orientation, Gender Identity & Expression) data collection

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

Get our summer Physician and practice news digest and our Medicare/Medicaid Quality newsletter

Our [summer 2025 Physician and practice news digest](#) and [Medicare/Medicaid Quality newsletter](#) are here.

We send these newsletters to our ACN contacts and all providers with a prism account who have opted in to receive our communications. They include our latest news and updates and share information and ideas to help our providers work with us and provide the best care for our

members.

Did you miss last quarter's newsletters?

You can find our previous newsletters in our [provider news archive](#).

Questions?

Connect with your Provider Network Management specialist, [Robert Everett III](#).

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



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1231 E. Beltline Ave. NE
Grand Rapids, MI 49525-
7024

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