Quick reference guide

Get quick tips and instructions on how to use prism.

Registering for a **prism** account

1 | **Go to _priorityhealth.com/provider_ and click Register for prism.**
[Watch video tutorial.](#)

All users must register for a new prism account. If you previously had a Provider Center account, use the email address associated with your old account so that your provider information will migrate over to prism. If you use a different email address to register for prism, your provider information may not migrate to prism. In this case, you'll be able to manually add your provider group information (see page 3).

2 | **Fill in your information.**

All administrative users who are not themselves a physician must select **No**.
Continue to fill out the required fields, including your Group Tax ID and Group Type 2 NPI. If your organization doesn't have an NPI, use the NPI associated with the provider you service.

3 | **Set password.**

To verify your account, you'll receive an email to set your password. Click **Set password** to complete registration.

Logging in

After you've created a prism account, the system will generate your new username as your email address, followed by ."prism". Example: DrJohn@familyhealth.com.prism. **You will only use this username when logging in after you've created a user account.** After you've created an account, if you try to login with only your email address without ".prism," your account won't be recognized.
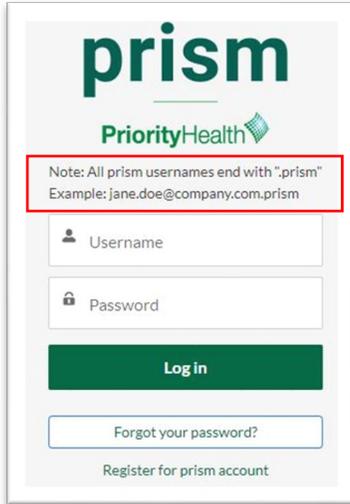
Forgot your password?

After you've created a prism account, if you try to create a new account with an already existing email address, you'll be prompted to reset your password.

Add or delete a provider group or facility

With prism, you can view information for provider group and facility affiliations in your account, which allows you to view claims and appeals data for each provider or facility. If you need to change a provider's group or facility affiliation with Priority Health, you still need to use our enrollment process, which has also moved to prism. See page five to learn more.

1 Go to your account profile in the upper right-hand corner of your dashboard, by clicking on your name. [Watch video tutorial.](#)

2 Click on **Add Provider Group/Facility Affiliations**, then add the Tax ID and Group Type 2 NPI.
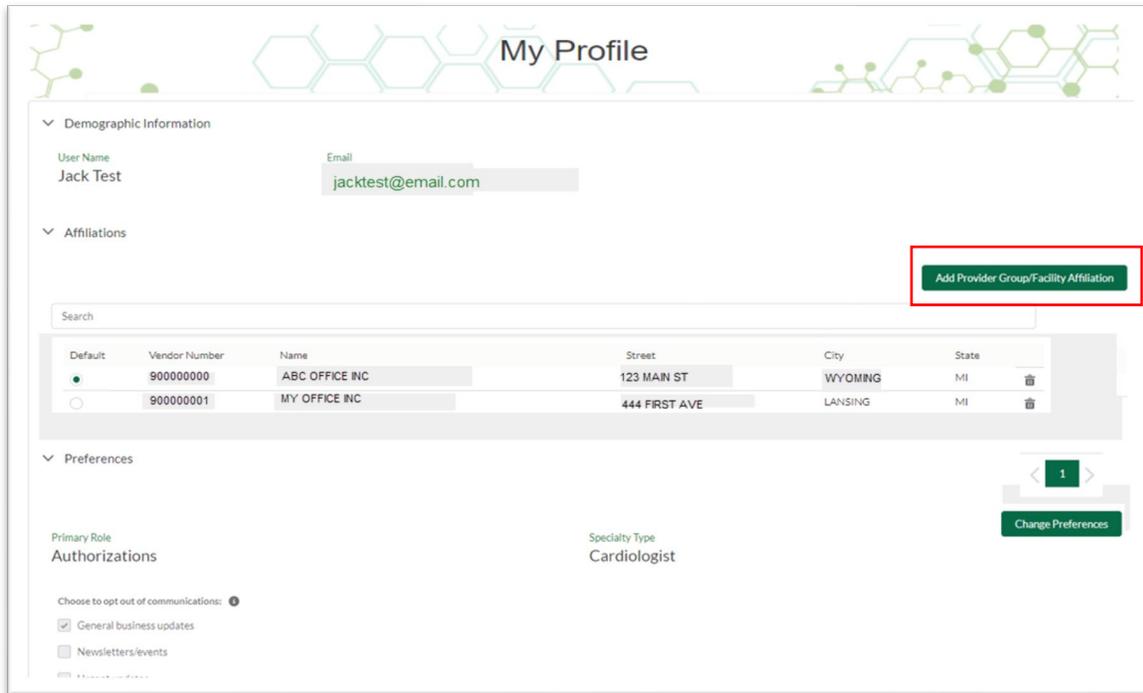
3 To remove a provider group/facility, go to your Affiliations list and hover over the recycle bin icon to remove that group/facility view from prism. Remember that this only changes your views in prism. You'll need to use our enrollment process to change your records with us for billing, incentive programs and more.
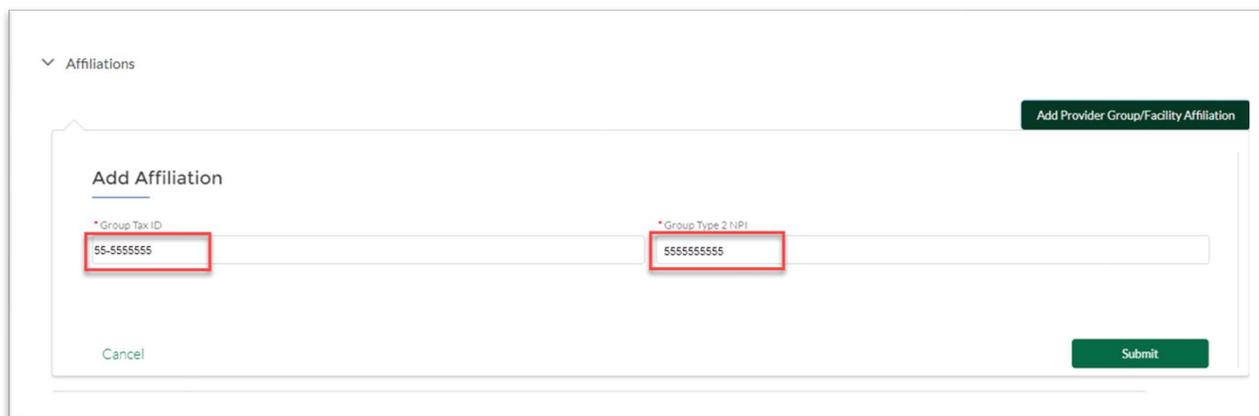
Changing your dashboard view by facility / provider group

1 | Navigate to the top of your dashboard where you see your provider affiliation listed.
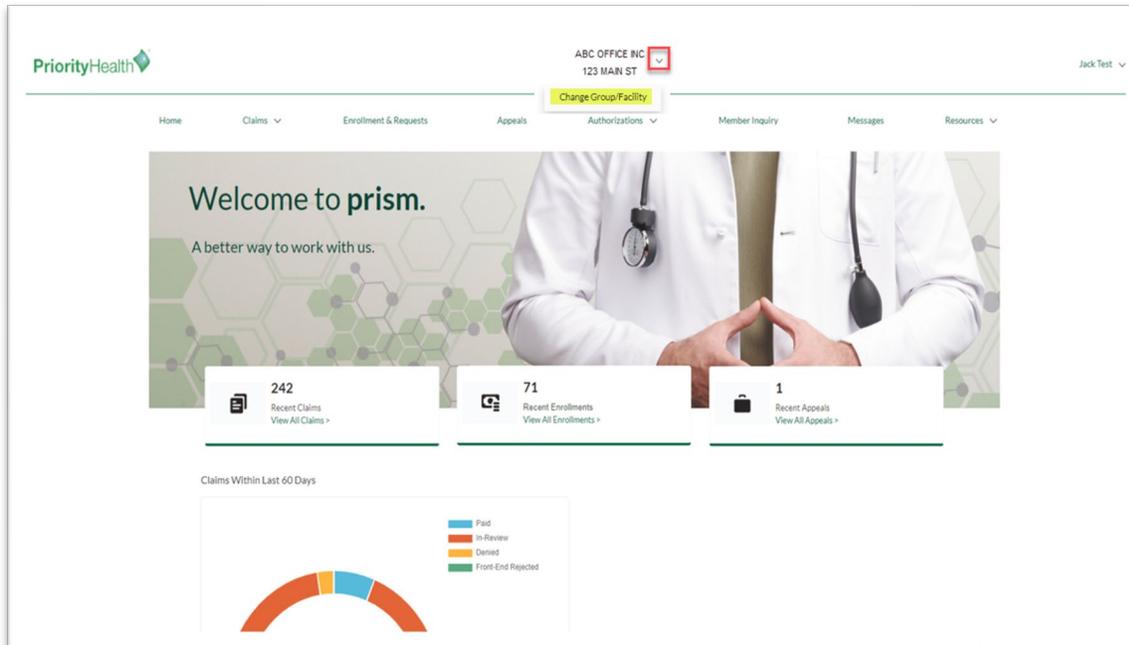
2 | Click the drop down arrow, and click **Change Group/Facility.**

3 | Select the group/facility you want to view and click **Change Preferences.** You can only view one group or facility at a time.
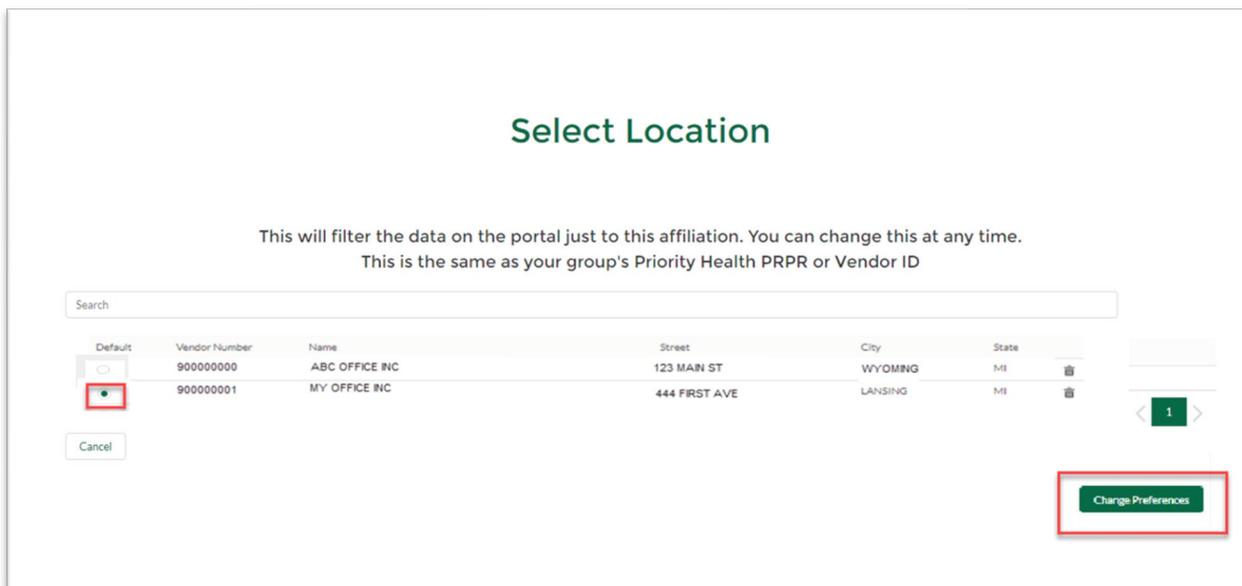
Enhancements and features

Claims

[Watch video tutorial](#)

You'll still have access to the same claims information you had before, but with an enhanced view and search functionality. You'll be able to:

✓ Search claims by patient name, date of claim, status, all in the same table. You'll no longer have to return to the previous page to change your search criteria.

✓ Filter claims by date range, member name, contract number, processing status or toggle your view for front-end rejected claims.

Appeals

✓ You can initiate an appeal by clicking **Appeals** in your dashboard navigation bar. New authorization appeals will use the same process as today. You'll be redirected to submit an authorization appeal by sending a message to our team.

✓ Claim appeals will redirect you to the claims page, where you can submit a post-service appeal by selecting that claim and clicking **Contact us.**

✓ New in prism, all claims appeals submissions are listed on the appeals page, where any user mapped to that provider group can see the request, status and decision of the appeal.

Individual and organizational enrollments
[Watch video tutorial](#)

✓ Individual and organizational provider enrollment forms will now use an online submission, ensuring you're able to submit the right information for a timely response. The Provider Information Form will no longer be used for new enrollments, but will continue to be used when submitting provider change requests.

✓ Providers who wish to credential with Priority Health must create a prism account and begin by selecting **Enrollments & Requests.**
   1. From the main dashboard, click on **Enrollments & Requests** and then select the appropriate button for your type of enrollment, then follow the prompts.
   2. Once completed, your request will be listed on the **Enrollments & Requests** page, allowing you to view the progress of your enrollment through completion (see screenshot below).
   3. Click on the **Inquiry ID** to view the status of your request.

Authorizations

✓ The process for submitting authorizations is not changing in prism. You'll still use the same programs for authorizations, GuidingCare or eviCore, which are available in your prism account by clicking on **Authorizations** in your navigation bar.

✓ Non-contracted and out-of-state providers will be redirected to our provider manual from prism where they'll find additional information on how to submit an authorization. Out-of-network providers must still submit authorizations via fax.
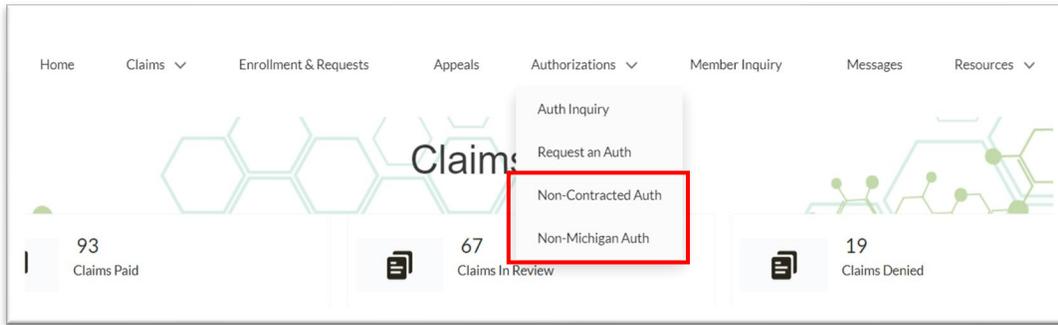
✓ To view the status of authorizations, you'll continue to use the Auth Inquiry tool in the **Authorizations** dropdown. Authorizations which haven't been approved or denied can be verified through the program where the authorization was submitted (GuidingCare or eviCore).

✓ Out-of-network providers may confirm approved and denied auth status using the Auth Inquiry tool; however, if the request is still in process, they'll need to call Provider Services for a status.

Digital navigation assistant
Watch video tutorial

New in prism, you can find the resources and content you're looking for by using our menu-based navigation prompt. The digital navigation assistant helps you navigate through our menu so you can locate what you're looking for quickly.
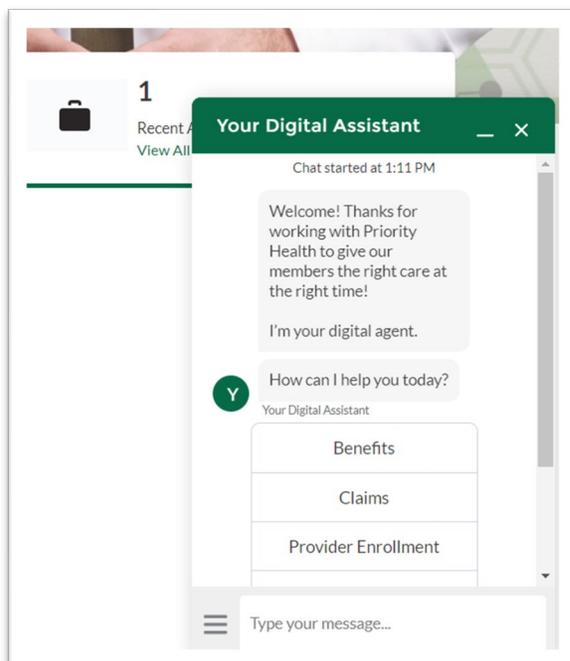
For help with **prism**, reach out to your performance specialist or contact Provider Services at 800.942.4765.