

PriorityActions

IMPORTANT UPDATES FOR OUR PROVIDER NETWORK

Feb. 5, 2026 | Issue #4.3

We've made changes to our claim appeals process

[Billing and payment news](#)

We've made some changes to our claim disputes process to streamline options for you and align with industry best practices. We've also made changes to the requirements for escalating claims. | [Read More](#)

We're reprocessing some Medicare claims impacting fee-for-service providers

[Billing and payment news](#)

We discovered an error with how some of our rates were loaded in our system, impacting fee-for-service Medicare providers. We're correcting the issue and will reprocess impacted claims. | [Read More](#)

P2P update for Medicare inpatient acute authorizations

[Authorizations news](#)

We've updated how we handle peer-to-peer conversations (P2P) for inpatient acute authorization denials for our Medicare, D-SNP and HIDE-SNP plans. You have the opportunity for a P2P after the denial is issued; the P2P will be informational only and cannot change the outcome. If you wish to dispute, you may submit an appeal. | [Read More](#)

Upcoming medical and pharmacy drug changes

Several pharmacy and medical drug changes take effect in March and April, including some brand-to-generic switches, removals from the commercial formulary affecting fewer than 10 members and new step therapy requirements for two medical drugs. | [Read More](#)

2026 HIDE-SNP and D-SNP Model of Care training is now available and required for Medicare and Medicaid providers

[Requirements and responsibilities news](#)

Providers play an integral role in the care teams that support our special needs plans (SNPs) members. That's why the Centers for Medicare and Medicaid Services (CMS) requires us to make sure providers who are contracted with us to see Medicare or Medicaid members are trained on our Model of Care (MOC) every year. Our 2026 HIDE-SNP & D-SNP MOC training is now available.

Please note that this year, because we have added the PriorityMedicare Dual Premier (HIDE-SNP) plan to our existing PriorityMedicare D-SNP plan, **MOC training is now required for providers in our Medicaid network, in addition to our Medicare network.** There is one combined training for both, so completing this training once in 2026 fulfills the CMS requirement. | [Read More](#)

Register now for our Feb. 26 product tips & reminders webinar

[Training opportunities news](#)

Join us on Thursday, Feb. 26 at noon for a provider webinar on product tips & reminders. Topics include PriorityMedicare plans and benefits, some group commercial plan types and preventive care coverage, including vaccines. | [Read More](#)

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.

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