Welcome Email #1

From: Priority Health <PH-provider.center@priorityhealthmail.com>
Sent: Wednesday, August 31, 2022 2:12 PM
To: Sample, Joan Q.
Subject: **You've created your new prism account – awesome! Here's what's next.**

Priority Health

Welcome to prism – a better way to work with us.

We're going to break it down – from enrollments to claims, learn how to use prism.

Over the next few days, we'll show you how to use prism to submit authorizations, status your claims, enroll providers and more.
Let's review your communication preferences. It's important to be in the know.

LOGIN TO PRISM

- To change your preferences, click on your name in the upper right corner of the dashboard, select profile, and verify all boxes are unchecked under the preferences section. If you opted out at account registration, here's your second chance.
- Make sure to opt-in to our quarterly newsletters, which recap business updates you might have missed, along with invites to our monthly Virtual Office Advisory webinar.

Tools you need to get work done

The Resources section, located at the top right of your dashboard, has quick links to the web content you'll use the most. You can quickly access our Provider Manual, billing resources, fee schedules and more. Take a moment to get familiar with Resources.

Got questions?

We've got your resource for answers.

We created Get your Questions Answered just for you. Find out how to quickly get answers to your questions about member benefits, claim related questions and credentialing and enrollment.

Don't want to wait for our next email?

Visit our resources page for helpful demos, FAQs and more.

Check your inbox tomorrow to learn more about enrolling providers.

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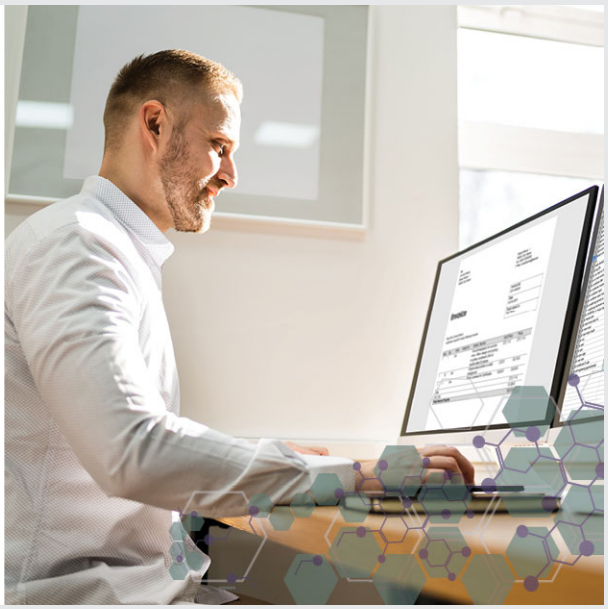
Welcome Email #2

From: Priority Health <PH-provider.center@priorityhealthmail.com>
Sent: Wednesday, August 31, 2022 2:11 PM
To: Sample, Joan Q.
Subject: [Test_3]:Welcome back to prism 101; let's learn how to enroll providers

Priority Health

What you need to know about provider enrollment, change requests and status tracking



Before a provider can see patients and submit claims for services, they must be enrolled – either individually or through a provider organization. Enrollment includes credentialing and contracting. If you're a provider or you enroll providers, we'll show you how the process works and offer tips to make it even easier.

Before you get started in prism

- ✔ Make sure your provider's Council for Affordable Health Care (CAQH) profile is up to date. All providers must be registered with CAQH to enroll with us.
- ✔ Visit our website to review the credentialing criteria for your provider type/specialty. Review the criteria and keep in mind missing documentation or expired CAQH profiles will delay your enrollment.

LOGIN TO PRISM

Just double checking

Are you enrolling under the right group? Look at the upper right corner of your prism dashboard to verify you're submitting your request under the correct group/facility.

Super important! Make sure your enrollment isn't delayed.

Missing information and/or documentation will cause enrollment delays. It's important to review the criteria for your provider type to know which documents we need for your enrollment request.

Here's the most commonly missed items on enrollment requests:

- Contracts (if applicable)
- Collaborating physician name and NPI on the application
- Medicaid disclosure form completed in the application
- Professional and general liability attachments

Need to update provider information? Easy peasy.

If a provider is already enrolled but needs their information updated, use prism to submit changes. Click **Enrollments & Changes** from the navigation menu, choose **Change Individual Provider or Organization** and follow the prompts to submit your provider changes.

Can I get a status please?

You can view the progress of your enrollment or change request from start to finish by selecting **Enrollments & Changes** from the navigation menu. The next screen will display all the requests you've submitted. Click the Inquiry ID to view the status of your request.

More of a visual learner? Watch the demo below.

PRISM ENROLLMENT AND CHANGES

Make sure to check your inbox tomorrow for all the details on authorizations.

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Welcome Email #3

From: Priority Health <PH-provider.center@priorityhealthmail.com>
Sent: Wednesday, August 31, 2022 2:11 PM
To: Sample, Joan Q.
Subject: [Test_3]:Hey there, us again. We're covering authorizations today

Priority Health

What you should know about requesting an authorization

You'll use prism to access the authorization portal to request or check the status of authorizations through either GuidingCare or eviCore. To get started, select **Request an Auth** under the **Authorizations** tab in your navigation bar. On the next screen, enter the procedure you want authorized and you'll be

This should have been approved

If you don't agree with an authorization denial reason, you have the right to appeal. To request an appeal for a medical authorization, click

prompted to GuidingCare or eviCore to submit an authorization request.

LOGIN TO PRISM

Status please

Checking the status for both GuidingCare and eviCore can be done in a few clicks in prism by selecting Auth Inquiry under the Authorizations tab from the navigation menu.

Appeals from the navigation menu and select **New Pre-Claim Appeal** .

Not part of our network?

From the **Authorization** tab, select **Non-Contracted Auth** to be directed from prism to our Provider Manual where you'll find information for submitting authorizations via fax.

Check back tomorrow to learn more about checking claims status.

Oh no, I need to make a change

Use prism to request changes to an existing authorization.

- Click **General Request** from the navigation menu.
- Click **New Request**
- Select the applicable change type under the authorization section, scroll down to click **Next**.
- Fill out the intake request information and submit your request.

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Welcome Email #4

From: Priority Health <PH-provider.center@priorityhealthmail.com>
Sent: Wednesday, August 31, 2022 2:10 PM
To: Sample, Joan Q.
Subject: [Test_4]:You're almost a prism expert – we just need to cover claims and appeals.

Priority Health

What you need to know about claims and appeals in prism

While you can't submit claims in prism, you can status and appeal them. To learn how to submit claims, read more about billing and payments.

Tips for finding your claim

- Verify you're logged into the correct group/facility the claim was paid to. Check the upper right corner of your dashboard to confirm the provider you're viewing.

- Check your affiliations to ensure you're able to see all claims for the providers you support. You can add affiliations under your profile by clicking the **Add Provider Group/Facility Affiliation** button.
- When searching for a claim by member ID, remember to enter the date of service then click **Apply**. **Pro tip:** using the enter button on your keyboard refreshes your screen.

LOGIN TO PRISM

Need to submit documentation?

- For pended claims, use the **General Requests** tab from your navigation menu to submit medical records.
- For processed claims, select **Contact Us About This Claim** and choose the **Submit Medical Records** option.

Can't find your claim? You're not going crazy.

- Sometimes claims may get up-front rejected, meaning it was rejected before it entered claim adjudication. Rejected claims can be found in prism, by selecting **Medical Claims** from the **Claims** tab and choosing the rejected claims filter.
- If the system is unable to match the submitted claim to your group, it won't display in prism. If this happens, sign up for service receipts through your EDI, fax or mail. To learn more, visit the Up-front rejections page.

Did your claim get denied? Here's what you can do.

If the claim denied for missing or incomplete information, submit a corrected claim.

First, request us to review your claim

If you don't agree with a claim denial, request a review:

1. Find your claim in prism and click on the Claim ID.
2. Select **Contact Us About This Claim** and choose the best review option.
3. Submit your question about the claim to our team and we'll get back to you in 15 business days.

Last stop

If you disagree with the initial review outcome of the claim, you can then file an appeal. To initiate an appeal for a denied claim, click **Contact Us About This Claim** from the claim detail screen and select **Appeal**.

If you saw one of our members but you're outside of Michigan

Visit our out-of-state providers page to learn more about submitting your claim.

Want to know where your appeal is at?

All claim appeal submissions are listed on the Appeals page. Any user mapped to that provider group can see the request, status and decision of the appeal.

Watch a demo about claims and appeals in prism.

PRISM CLAIMS AND APPEALS

Congrats on becoming a prism pro! If you experience problems with prism or just need some technical help, reach out to our Provider Services team at 800.942.4765, Option 5.

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