

PriorityActions

IMPORTANT UPDATES FOR OUR PROVIDER NETWORK

June 25, 2026 | Issue #4.13

prism Security Administrators: Take action today if you haven't yet created a site for our new Provider Portal

[Priority Health news](#)

Site creation for our [new Provider Portal](#) has been underway since June 15. If you're a Site Administrator and you haven't created a site yet, do it today to avoid delays in access for you and other users at your organization. Request a site [here](#). | [Read More](#)

Registration is open for our Optum payments webinar series

[Training opportunities news](#)

Registration is now open for our provider training webinar series, walking you through the **payment process changes** with Optum Financial and ECHO Health Inc. that will **go into effect on Sept. 1, 2026**. There are four available training dates in July and August. Each session covers the same material, so you can choose the date that works best for you. | [Read More](#)

Submit transplant & NICU authorizations via our provider portal, effective Sept. 1

[Authorizations news](#)

Starting Sept. 1, 2026, submit authorization requests for the following through our Provider Portal: NICU & sick newborn, solid organ transplant and bone marrow / stem cell transplant. Currently, we accept

these requests via fax. Submitting through the portal will be a faster, more efficient way to process these requests. | [Read More](#)

June 2026 billing policy updates

[Billing and payment news](#)

We publish billing policies to promote transparency and help providers submit more accurate claims, reducing processing delays, rebilling and requests for additional information. New policies and updates to existing policies are shared monthly. This month, we've published seven new policies and updated nine existing policies. Review carefully for any new recommendations or requirements. | [Read More](#)

Effective Sept. 1, authorization will no longer be required for Medicare inpatient acute medical admissions

[Authorizations news](#)

Effective Sept. 1, 2026, you'll no longer submit authorization requests for Medicare inpatient acute medical admissions. We'll instead implement a claim review process to confirm the appropriate level of care on some claims, focusing on shorter lengths of stay. We're making this change to better align with industry movement and to improve decision accuracy. | [Read More](#)

Reminder: Changing ACNs may change your patients' access to you or their cost share

[Plans and benefits news](#)

Providers, remember that if you change your ACN affiliation, it may have the unintended consequence of changing your network status for some plans, pushing you out of network or into a higher tier for patients you're currently seeing, particularly if the member is on a narrow or tiered network plan. | [Read More](#)

Important reminders about our new claim dispute process

[Billing and payment news](#)

[Earlier this year](#), we changed our claim dispute process. Your first opportunity to dispute a claim decision is now called a Level 1 claim

dispute. If you call the Provider Helpline, and the representative escalates a claim on your behalf for review, this counts as the Level 1 claim dispute, in most cases. Instead of this, **the preferred method is to submit your Level 1 claim dispute in prism**. Using our online tool will allow you to upload supporting documentation, allowing for a more effective and efficient dispute. We're also sharing more important reminders about the new process. | [Read More](#)

Reminder: You must complete our CMS-required HIDE-SNP and D-SNP Model of Care training by Dec. 31

[Requirements and responsibilities news](#)

The Centers for Medicare and Medicaid Services (CMS) requires all special needs plans (SNPs) to provide Model of Care (MOC) training to providers every year. This year, because we have added the Priority Medicare Dual Premier (HIDE-SNP) plan along with our existing Priority Medicare D-SNP plan, **the training is now required for providers in our Medicaid network, in addition to our Medicare network**. There is one combined training for both of our SNPs, so completing this training once in 2026 fulfills a provider's CMS requirement for both plans. You must complete this training by Dec. 31. | [Read More](#)

Members with a PHP TPA card have access to Priority Health's network through the Cigna Strategic Alliance

[Plans and benefits news](#)

Be on the lookout for a card with Priority Health and Cigna logos that says "Plan administered by PHP TPA services." This is a PHP TPA card. Members with this plan have access to Priority Health's PPO network and should be seen the way Cigna and Cigna-affiliated members in Michigan are seen through our [Strategic Alliance](#) with Cigna. Follow the directions on the back of the PHP TPA member ID card for checking eligibility, requesting authorization and submitting claims. | [Read More](#)

New optional supplemental product offers member incentives for choosing top-performing providers

[Plans and benefits news](#)

To meet member and employer demand for greater visibility into

provider quality and more affordable healthcare, we're offering a new optional supplemental product for commercial group employers in partnership with Garner Health that will identify top-performing providers in our network and cover out-of-pocket costs for participating members who choose to see these providers. The Garner product will be available to most employer groups and their members beginning August 1. | [Read More](#)

Check out our new provider education videos on Risk Adjustment and Medicare quality

[Training opportunities news](#)

We have a couple new provider education video modules available for our providers this month, including one on [documenting and coding for Risk Adjustment](#) and one on [improving quality performance in Part D Medicare Star measures](#). | [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.

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



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