Provider Roster Application Manual

PriorityHealth

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About

Through our Provider Roster Application (PRA) tool, you can actively manage your primary care providers' information simply and effectively for their participation in our value-based programs. This includes our PCP Incentive Program (PIP) and if you participate, our Global Risk Sharing Program (GRS).

We use the information you share and attest to through our PRA tool solely for the purposes of our value-based programs. **Any changes you need to make for contracting purposes should be made through our established credentialing process.**

Find additional **PRA training tools** online (login required).

Vocabulary

Accounable Care Network (ACN)	A term we use to encompass provider organizations, provider hospital organizations, and clinically integrated networks.
Affiliate	The act of adding a physician to your ACN roster for the purposes of value-based program reporting and payment.
Attestation	Confirmation and agreement that the participation and demographic data in the PRA tool is accurate.
Cycle(s)	The period in which the provider's demographic information, product participation, and ACN alignment apply to value-based performance reporting and payments.
Facility site ID	A number assigned by Priority Health to a physician practice to facilitate data tracking for value-based program performance and payment. Facility Site IDs are associated with a physical practice location.
Global Risk Sharing (GRS) program	A Priority Health value-based program based on risk-sharing or shared-saving agreements. This is a contractual program.
PCP Incentive Program (PIP)	A Priority Health provider value-based program available to PCP providers.
Provider Override	When an ACN edits provider information that differs from what was imported from the existing data, a provider override will be applied, accepting the new information as the source of truth.
Payor product(s)	For the purposes of this manual, payor product(s) refers to the different Priority Health insurance plans in which your providers carry patient panels.
Program(s)	For the purposes of this manual program(s) refers to our value-based programs.
Release / Remove	The action of removing a provider from your ACNs roster.
Retain	The action of keeping a provider in your ACN's roster.
Snapshot	A "picture" of your provider roster and supporting data at specific point in time.

Accessing the PRA tool

Browser requirements
Use one of the following internet browsers to access our PRA tool:

- ✓ Google Chrome
- ✓ Firefox
- ✓ Microsoft Edge
- ✓ Safari

Click or paste the link below into your selected browser to access the tool. This link will take you to the sign-in page:
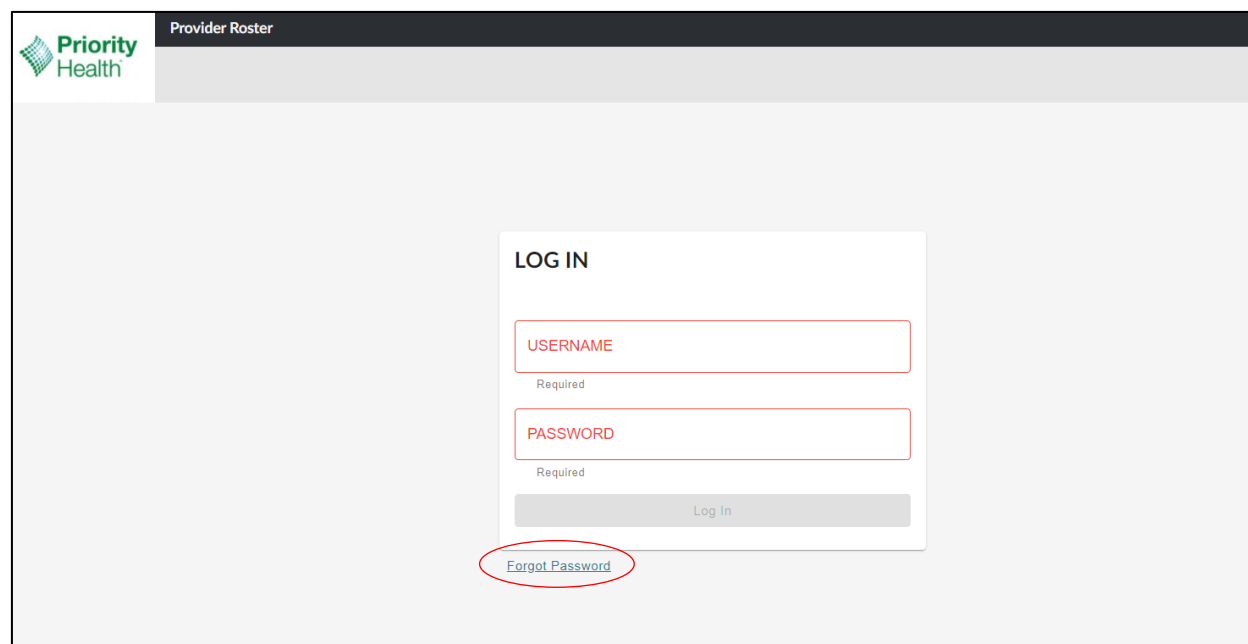
https://priorityhealth-pra.medicaladvantage.com

Requesting an account
If you're new to PRA and need an account, or if you need to update access to an existing account, complete **this survey**.

Forgotten passwords
For password resets, use the **Forgot Password** link on the sign-in page.

## Technical issues
If you experience account or technical issues, reach out to *priorityhealth-pra@medicaladvantage.com* and copy your assigned Priority Health Provider Performance Specialist.

PRA pages

In the PRA tool, there are various pages to help you affiliate providers to your roster. Below are descriptions of each page and how to use them.

Users	Accountable Care Networks	Providers	Groups	Cycles	Reports	**Info**	**17**	Log Out
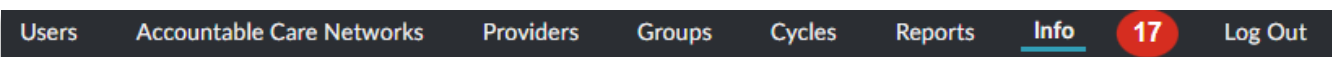
Accountable Care Networks page

After logging into PRA, you'll be directed to the Accountable Care Network (ACN) landing page. This is the home page for the PRA tool. Here you'll see a complete list of your ACNs. Some users will have access to multiple ACN accounts based on their ACN membership status.

You can view more about your assigned ACN(s) by clicking on the ACN name. On the Attributes tab you will see basic identifying information about the selected ACN, such as: address, primary contact email and primary contact phone number.

Use the remaining tabs to access views of:

- ✓ **Provider**: your current provider list
- ✓ **Programs**: your program participation

This section of the PRA tool is meant to give you a high-level view of the data we have on file for your ACN. We configure program participation based on your contractual terms. If there's an issue with the program participation, reach out to provider performance specialist.

To edit information, you must first navigate to the corresponding section of the PRA tool using the navigation bar at the top of the browser page. Learn more about editing in the later sections of this manual.

User page

The **User** page shows the user accounts associated with your ACN. Click on each user to learn more about the user account through these tabs:

- **Attributes**: provides more detailed information on which role and access the user has been granted

- **Accountable Care Networks:** shows which ACN(s) the user can access

PRA account roles

The following roles are available to the user accounts associated with your ACN:

1. **Network Maintenance**: This is the basic PRA user account. A user with this role can make updates to practice and PCP information. They can also view reports and download PRA snapshots.

2. **PRA Administration**: This role has the same access as Network Maintenance plus the added ability to **attest for your organization**.

3. **Roster Import**: This role has the same access as Network Maintenance plus the added ability to **import ACN rosters**.

USERS — ' VIEW "JANE SMITH"

| ATTRIBUTES | PREFERENCES | ACCOUNTABLE CARE NETWORKS |

DISPLAY NAME	EMAIL	ROLES	ACCESS
Jane Smith	Jane.Smith@abcphysicians.com	☑ ACN Network Maintenance	☐ Read-only
		☑ ACN Roster Import	
		☑ ACN PRA Admin	
		☐ Priority Health	
		☐ Medical Advantage	
		☐ Admin	

Return   Reset Password

To update your PRA role, complete out the PRA user registration form, select all desired roles and document in the notes section which role you're updating or adding.

Note: Each ACN needs to have a main contact. Fill out out the PRA user registration form to indicate you'd like to be the main contact for your ACN.

7. **Will you serve as the ACN(s) primary contact?**
If yes, your email and phone number will be made available in the PRA tool. Other ACNs will use this information to communicate with your organization. *
○ Yes
○ No

8. Additional comments:

Provider page

Use the **Providers** page to manage your providers. Search for your ACN providers using their first name, last name or practice name under the **My Providers** tab. Under the **All Providers** tab, search for providers outside of your organization by entering their NPI number.

PCP and Facility Site ID criteria

For a PCP to be loaded into PRA, they must meet both of the following criteria:

1. Credentialed, active PCP in Priority Health enrollment system
2. Have a primary specialty in Priority Health enrollment system of:
   - Internal Medicine
   - Internal Med/Pediatrics
   - Pediatrics
   - Geriatric Medicine
   - General Practice
   - Family Practice
   - OB/GYN

For Facility Site (FAC) ID criteria:
- FAC ID are assigned to individual locations
- For a FAC ID to be active there must be at least one PCP with that address as their primary location. This is managed through our established credentialing process.
- Fac ID's can be managed within PRA, but only active FAC IDs are loaded in PRA
- When updating a FAC ID all associated practice demographic information (address, TIN, Group NPI, etc.) comes directly from what Priority Health's provider operations team has on file
- To change FAC ID demographic information, follow the established credentialing process

You can filter your provider list based on the following categories:
- **Affiliated**: Providers participating in value-based programs through your ACN
- **Release requested**: Providers that other ACNs have requested to be released from your ACN. Release requests will expire after 7 days
- **Release pending**: Providers you have requested from other ACNs who have not yet been released by that ACN
- **Release approved**: Providers released from other ACNs that you need to affiliate with your ACN
- **Recently declined**: Providers you requested from other ACNs that were declined to be released

The affiliation status of a provider is reflected on the right side of the screen. In this area, you can see if a provider is affiliated with your ACN or if another organization is requesting them to become a member.

Managing PRA notifications

Another way to manage your open requests is to use the PRA notifications. You can access your notifications in the PRA tool bar at the top of the webpage. Just click the red circle to see notifications. Then click on the notification you would like to view.

PRA notifications correspond to the different filters you can apply to your provider list.

Provider release requested

These are providers that other ACNs have requested to be released from your ACN. Users can see the requesting ACN. Where there's more than one requesting ACN, a list is shown. Releasing or retaining the provider generates a notification to users for all requesting ACNs.

This is a list of provider requests that haven't yet been responded to. Requests will expire if not responded to within 7 days.

Attestation required

This is a notice that an attestation that your provider list is updated and accurate is due for one or more value-based programs. See the **Cycle** section of this manual for more information on attestation.

☐ *I attest that I have obtained provider acknowledgement forms from each provider participating in my Independent Physician Association (IPA)/Physician Hospital Organization (PHO)/Provider Organization (PO) contracts with Priority Health. I further attest that I am authorized by my IPA/PHO/PO to communicate to Priority Health all participating provider information and any provider changes. I further attest that I have accurately provided to Priority Health provider changes, as required by the following sections on **Joining Our Networks, Credentialing, Physician Status, Change of Address or Staff and Advance Practice Professional Billing of the Priority Health Provider Manual,** including additions, deletions, and participation in products. I agree to supply Priority Health evidence of provider acknowledgement and attestation forms upon request and as provided for in Priority Health's Provider manual. Priority Health reserves the right to audit IPA/PHO/PO records of attestation upon request.*

VERIFIED BY   Jane Smith
DATE   January 30, 2022

Confirm

Provider release approved
Providers you've requested and the other ACN has released. Make sure to complete this task by clicking the green affiliate button.

Provider release declined
Providers you requested from other ACNs that were declined to be released.

Provider release expired
You'll see this when your provider release request hasn't been responded to by the other ACN. This will happen after 7 days.

Email notifications
You'll receive an email from PRA for all notifications. For example:

Subject: Priority Health Provider Roster Notification Alert

You have a new notification in the Priority Health Provider Roster Application. Please log in to take action.

[link to notification in PRA]

All users can update their notification preferences by navigating to the **User Record** and choosing the **Preferences** tab. "Read only" users won't receive notifications.

You can choose to receive:
- Provider release request notifications by email
- A regular summary of active notifications (optional)
- Both (default)

Managing provider demographic information
You can manage provider demographic information through the Attributes tab. Just click on the providers name to see the Attributes and Affiliations tabs. Here you can update the providers first and last name, physician NPI, credentials, primary specialty, and facility site ID. Currently, these are the only fields available to edit in the PRA tool.

The grey section includes imported data. This comes from our provider credentialing process. You can't directly edit imported provider data. However, you can update data in the **Edited by ACN for Programs** section.

To update provider data:
1. Click on the box of information you'd like to update.
2. Enter updated information.
3. Click the Save button. You'll see a notification in the top left corner of the page confirming your change.

Updated data will only save in the **Edit** section of the **Provider Attributes** tab. Information won't update in the grey **Imported** section until the next cycle.

Important note: Facility Site IDs

Many of our value-based programs use the facility site ID to track program performance and payment. Facility site IDs are assigned to each unique practice location (or address). In the PRA tool, you can change a provider's alignment to an existing facility site ID. However, you can't create a new facility site ID, delete an existing site ID or change the site ID's corresponding address. Again, any changes made within the PRA tool are only applicable to our value-based programs. These changes won't reflect in other areas of Priority Health.

If you need to create, update the characteristics, or delete a facility site ID follow our established credentialing process. **Learn more.**

### Managing provider affiliation
The **Affiliations** tab shows which value-based programs and payer products the provider is currently enrolled in through your ACN. Currently, you can manage the participation status of providers in specific products for our PIP program. In the future, you'll be able to affiliate and release providers at the value-based program level.

Most providers' affiliations will be managed at the ACN level. However, we do have some providers that participate in payor products outside of their primary ACN alignment. Participation and demographic data of providers who aren't aligned to an ACN will continue to be managed through our standard credentialing process.

Manage provider product affiliation

- **Affiliate (green button)**: Click this button to claim the provider as participating in the payor product through your ACN. *Note: Payor products are affiliated to each value-based program on an individual basis.*
- **Retain (blue button)**: You'll see this if a provider is being requested to align with another ACN. Choose the retain option if you want to decline the other ACN's request for affiliation.
- **Release (blue button)**: You'll see this if a provider is being requested to align with another ACN. Choose the release option if you want to approve the other ACN's request for affiliation.
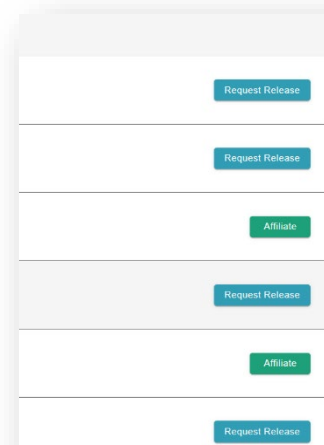
> 💡 **Release only removes the provider from your Roster. The other ACN will still need to affiliate the provider to their organization to complete the transaction.**

If you're requesting a provider from another ACN and the ACN declines your release request, you have the option to reach out to the ACN directly to discuss the provider's affiliation. Contact information for an ACN is available by clicking the link to the ACN's profile.

ACNs are responsible for conflict resolution. An ACN won't be able to attest to their roster if there are any outstanding notifications or conflicts for the current cycle. If conflict cannot be resolved, Priority Health will facilitate a meeting between the two ACNs after three (3) direct attempts for resolution are documented.

Updating PCMH designation status
Store your provider Patient-Centered Medical Home (PCMH) designation data in the **Designation** tab of a provider's profile.

While PCMH is a practice-level designation, we're collecting this information at the provider level. For PIP, we'll apply the designation to the qualified practice. A provider's designation can be found on their profile's **Designations** tab.

How to add a PCMH designation
Add PCMH designations for medical doctors (MDs) and doctors of osteopathy (DOs) only.

1. Select provider on the **Providers** tab.
2. Click **Designations** and select the **Add** button.
3. Enter the
    a. **Start date**: PCMH designation effective date
    b. **End date**: PCMH designation expiration date

    c. **Source**: PCMH designation body
- i. Blue Cross Blue Shield of Michigan (BCBSM)
- ii. The Joint Commission (TJC)
- iii. National Committee for Quality Assurance (NCQA)
- iv. Utilization Review Accreditation Commission (URAC)
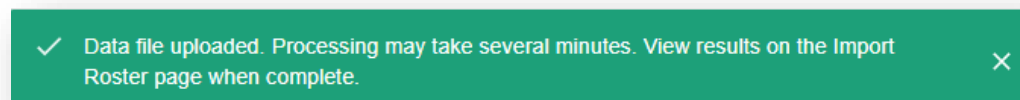- v. Other

Importing ACN rosters

We allow for a bulk upload of PCPs into PRA. To access this feature, you must have a Roster Import account type. For more information on how to qualify, please reach out to your Priority Health Provider Performance Specialist.

How to import your roster

1. Navigate to **Provider** page.
2. Click **Import Roster** button.
3. Select the file you'd like to import.
4. Enter the source and reason for your import.
5. Click **Import** button.

PROVIDERS

MY PROVIDERS | ALL PROVIDERS

PRACTICE NAME | FIRST NAME

Import Roster

You'll then see this message:

✓ Data file uploaded. Processing may take several minutes. View results on the Import Roster page when complete. ✕

Roster import requirements
- Files must be *pipe-delimited text* format (.txt).
- Columns must contain:
  - Full ACN roster
  - **Row 1:** Enter number of
    - **Column 1:** Content rows in the file (exclude the Row 1 and Row 2)
    - **Column 2:** ACNS
  - **Row 2:** The following column headers
    - ACN name
    - PCP last name
    - PCP first name
    - PCP credentials
    - PCP NPI
    - Par_HMO_POS
    - Par_ASO_PPO
    - Par Medicare Advantage
    - Par Medicaid
    - Facility site ID
    - ACN ID
    - PCP Specialty
- ACN name and ACN ID must match ACN name and ACN ID within PRA

Example

	A	B	
1	59		1
2	EIN	Program	ACN Name

Make sure you always upload a complete roster, with both edited and unedited provider information. Uploading incomplete rosters will cause missing information to be erased from the PRA tool. Any providers that aren't included in a new roster file will be termed from PRA. Any providers that are added to your new roster file will either become automatically affiliated to your ACN or a request for release will be sent to their currently affiliated ACN.

Groups page

The Groups page is where you can further organize by grouping them as Employed or Independent:

- **Employed**: Providers who work for a hospital and bill for their services under a hospital-owned TIN

- **Independent**: Providers who bill under a PC, LLC or TIN affiliated with their own corporation (not part of a hospital)

Creating Groups is encouraged, but not required, in 2022.

Create "Groups"

1. Navigate to the Groups page in the top navigation menu (circled in red above).
2. The page below will open. Click **Add**.

3. Complete the information on the subsequent page.

4. Click **Save**.

5. Complete this step twice – once for Employed and once for Independent, as applicable.

Add providers to your "Groups"
1. Select the provider whose profile you'd like to update via the Provider page.
2. On the screen below, click the **Subgroup** dropdown menu, then the applicable **Group** you added through the steps above.

Programs page

The **Programs** page allows you to view your ACN's participation in our value-based programs. You cannot manage participation status through this page.

To view details of a program, click on the program name.

Cycles page

On the **Cycles** page, you can attest that your provider list is accurate. In 2022, there are quarterly attestation cycles. You can only attest to active cycles.

The roster attested to in the last cycle of the year is used for value-based program settlement.

Click on a cycle to view its **Attributes**, **Programs** and **Attestation** tabs. These tabs include information on the cycle dates, value-based programs included in each cycle and the provider list for attestation.

Sample PRA attestation calendar

Cycle	Attestation period opening date	Attestation period closing date
First quarter	Jan. 10, 2022	Jan. 31, 2022
Second quarter	Mar. 7, 2022	Mar. 28, 2022
Third quarter	June 6, 2022	June 27, 2022
Fourth quarter	Sept. 5, 2022	Sept. 26, 2022

What happens between attestation periods?

The PRA tool is available year-round for you to update your provider information in real time. As you edit information between the attestation periods, you'll be able to see which cycle your changes apply to listed in the top left-hand corner of every page.
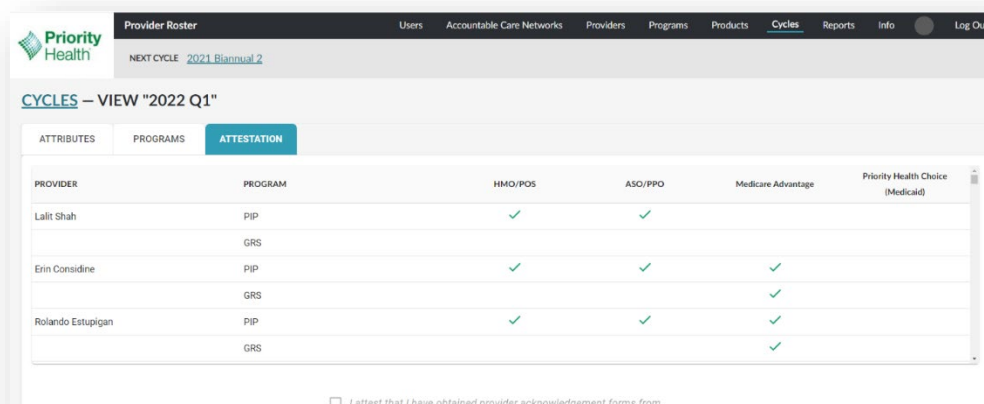
The changes you're making between attestation periods won't be applied until the next PRA attestation period opening date. You'll continue to receive email notifications regarding release requests between attestation periods. When the next PRA cycle opens you can make remaining changes and attest to your roster for the cycle.

As a reminder, all provider information changes need to also be submitted through our established credentialing process.
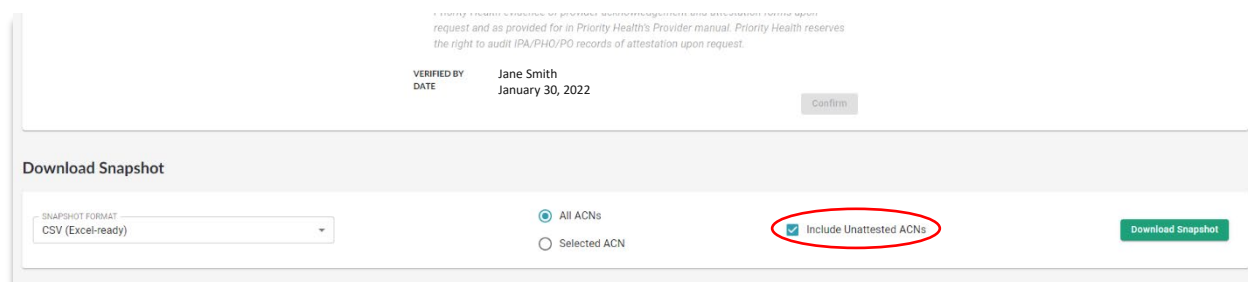
Complete an attestation

1. Click on the cycle you'd like to attest
2. Review your provider list and their program participation status
3. Place a check mark next to the attestation statement at the bottom of the page
4. Click **Confirm**

If your data is incorrect, navigate to the **Provider** or **Program** tab to correct it.

To download a roster before completing an attestation for a specific cycle, make sure to check the **Include Unattested ACNs** check box.

Reports

We've developed several reports to support your organization in managing data in the PRA tool. Reports refresh in real time, allowing you to see changes as they happen.
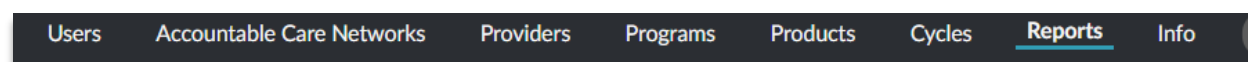
Provider Conflict report

The **Provider Conflict** report displays the status of provider release requests. Users can view release requests based on their category:

- **Approved but not complete**: The releasing ACN approves the release request and now the provider can be affiliated to the new ACN and their product lines.
- **Completed**: The request release is approved and the affiliation of the provider to the new ACN is complete.
- **Declined:** The request release was declined.
- **Expired**: All request releases should be completed within 7 days. If they are not completed within the 7-day time frame, they will expire.
- **In progress**: The request release is sent and waiting for a response from releasing ACN.

Each category includes the following information:

- Provider's name
- Requesting ACN
- Requesting username
- Releasing ACN
- Date of request

Provider report

The **Provider** report helps you track changes made to your provider data in the PRA tool. Provider data changes made in the PRA impact value-based payments. **PRA changes don't affect other areas of Priority Health.** You can monitor the following actions using this report:

- **Movement:** Track a provider's movement between ACNs, programs, and products.
- **Updates:** View the most current data available through our credentialing process.
- **Info:** View changes made in the PRA tool by you and other users in your ACN.
- **Audit:** View any change made to provider data within the PRA tool.

Audit report

This report includes information on the user and the updates they made to ACNs, programs and cycles. The report includes the following information:

- User name
- User email
- Date and time of each edit
- The type of edit (example: Affiliation, Provider release request, etc.)
- Description of each edit

In the top right corner of the report there are additional viewing options for activity data. When you click the **Activity View** button, it shows the number of logins, report views and actions taken. If you click the **Report View** button, it shows the number of times a report is downloaded.

ACN Network report

This report lists the details of the network. It has the following views:

- PCP information
- ACN program participation
- Practice information

Users can search for PCPs by first or last name. Once the provider is located the report will show their name, credentials, NPI, affiliated ACN and practice location.

Click on the bars in the top right corner of the report to filter your affiliated PCPs by program or product line.
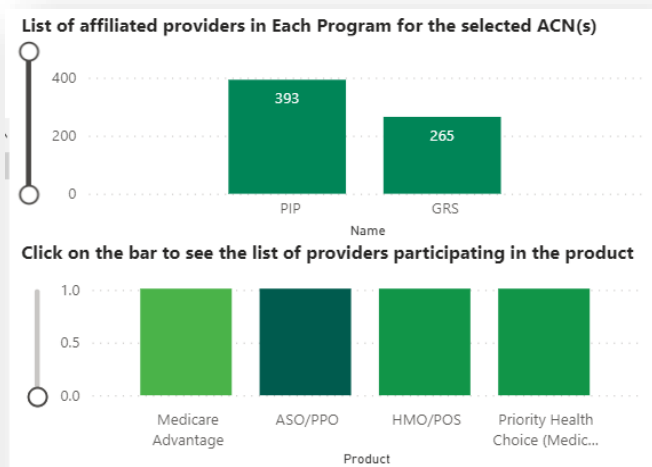
Info page

Use our **Info** page to learn more information about the different sections of the PRA tool. The information on this page will display based on the last PRA section you were in prior to navigating to this page. You can use the Info page search bar to find more definitions.

INFO

SEARCH

Clear   Search