

PriorityActions

FOR PROVIDERS

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Welcome to our biweekly PriorityActions for providers, where you'll receive important information to help you work with us and care for our members.

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Issue #3.19

You're receiving this email because you're a part of an Accountable Care Network (ACN) or Provider Organization (PO) with us. Please share relevant information with your provider groups and practices. Your Provider Network Management specialist remains your primary contact for support.

INCENTIVE PROGRAMS

Look to PIP_011C report for blood pressure gap closure information, PIP_011H temporarily suspended

We're temporarily suspending delivery of the PIP Hypertension Worksheet (PIP_11H_TAB) report while we try to fix it. You should use the HEDIS Gaps in Care (PIP_11C_TAB) report for [Controlling High Blood Pressure \(CBP\) measure](#) gap closure data for the remainder of the 2025 PIP program year.

Why are we doing this?

The PIP_11H_TAB report hasn't been appropriately populating the hypertension data we receive from several data feeds (including Epic Payer Platform, Athena and others). This resulted in the report displaying incorrect / outdated blood pressure dates and results values, often conflicting with the CBP measure gap closure data shown in the PIP_11C_TAB report. We're working to correct the PIP_11H_TAB report. While we work on a fix, we'll suspend delivering it to Filemart, with the

goal of restoring it before the end of the year.

The PIP_11C_TAB includes and accurately reflects all data sources. It's always been accurate for CBP gap closure detail and should be your source of truth.

What else do you need to know?

The PIP_11C_TAB report shows whether a care gap is open or closed only – it won't reflect blood pressure dates or results values.

Updated 2025 PIP Manual now available

We recently made the following update to the 2025 PCP Incentive Program (PIP) Manual:

Care Management (pg. 20)

Updated the care management code table to indicate that code G0511 is acceptable for touchpoint credit for Medicare and Medicaid through Sept. 30, 2025, per a recent CMS update.

Appendix 5 (pg. 38)

- Added PIP_002C_TAB to the reports grid
- Removed PIP_011H_TAB from reports grid – see PIP_11C for Controlling Blood Pressure (CBD) gap closure data

Access the manual through our [Provider Incentives webpage](#) (login required).

Reminder: first 2025 PIP supplemental data deadline is Nov. 1

The first supplemental data submission deadline for the 2025 PCP Incentive Program (PIP) is coming up on Nov. 1, 2025, for dates of service between Jan. 1 – June 30, 2025.

Please make sure you've submitted all* supplemental data for dates of service between Jan. 1 – June 30, 2025, by this deadline. This includes data submitted:

- Digitally through MiHIN, APS, HL7 and EPP
- Through medical records via fax, mail or SharePoint

**Exception: you may still submit blood pressure and A1c results at any time of year, regardless of date of service.*

Why the early deadline?

[As we shared in May](#), we established two submission deadlines to support quicker, more efficient processing of supplemental data for the 2025 PIP program:

Submission deadline	Dates of service
Nov. 1, 2025	Jan. 1 – June 30, 2025
Jan. 31, 2026	July 1 – Dec. 31, 2025

How can you learn more?

Watch a [recording of our June webinar](#) for helpful information on:

- **Submitting medical records via SharePoint**, including how to get set up with a secure SharePoint folder
- **Following naming conventions** for fax, email and SharePoint submissions
- **Using data feeds** (MiHIN, APS, HL7 and EPP) to submit supplemental data
- **Signing up for Cognizant's Provider Registry*** as an alternative submission method

**Note: Provider Registry access is temporarily paused while our vendor resolves an issue. In the meantime, continue submitting medical records via the other methods listed above to support gap closure efforts. We'll share an update when access has been restored.*

What else do you need to know?

If you have a secure SharePoint folder set up with us but are experiencing access issues for any of your staff, email us at HEDIS@priorityhealth.com with your ACN site name along with a list of email address for everyone who needs access to the folder.

PRA offline temporarily, new access URL coming Oct. 1

Our Provider Roster App (PRA) tool is temporarily offline for maintenance. You won't be able to log into the tool until the next

attestation cycle opens on Oct. 1, 2025.

New access URL

When logging in for the November attestation period (open Oct. 1-15), you'll need to use a new access URL: **pra.priorityhealth.com**

You'll continue to use the **same login information** you've used previously.

New email for technical issues

If you experience account or technical issues, reach out to providerrostersupport@priorityhealth.com and copy your assigned Provider Network Management Consultant.

Updated PRA manual

The information outlined above has been updated in our [2025 PRA Manual](#) on page 4.

AUTHORIZATIONS

Medicaid members now receive inpatient denial letters

To comply with a recent decision by the Centers of Medicare and Medicaid Services (CMS), Medicaid members whose authorization requests for inpatient services were denied now receive denial letters in the mail.

You can review an example of the letter [here](#).

We wanted to make you aware in case your patients come to you with questions upon receiving a new letter. It's important to note that there's no change to liability for these denied services – the member won't be responsible for additional charges beyond their normal emergency department and/or observation copays.

BILLING AND PAYMENT

September 2025 billing policy updates

We publish billing policies to offer transparency and help you bill claims more accurately to reduce delays in processing claims, as well as avoid rebilling and additional requests for information.

The following billing policies were recently published to or updated in our Provider Manual – see details in our [recent news item](#).

Policies with an * are effective Nov. 17, 2025. All others represent our current system set up and/or expectations for transparency. There are either no changes for you as the policy is already in effect, **or** the policy was recently shared with the network and we're implementing a clinical edit in alignment with the policy's language.

New billing policies

- Bowel management devices*
- Category III CPT codes
- Cervical cancer screening
- Cervical fusion*
- Diagnosis of vaginitis
- Endoscopic treatment of GERD
- Facet joint interventions for pain management
- Gynecologic surgery
- Helibacter Pylori testing*
- Nerve blocks for peripheral neuropathy
- Non-invasive abdominal / visceral vascular studies*
- Parental and enteral nutrition
- Surgical treatment and oral appliances for sleep apnea: obstructive and central
- Varicose vein treatments*

Updated billing policies

- Critical care services
- Fundus photography
- Maternity and prenatal care*
- Miscellaneous durable medical equipment (DME) (effective Oct. 1, 2025)
- Polysomnography and sleep studies
- Prosthetic orthotics and footwear*
- Radiation oncology
- Removal of benign skin lesions*

We're combining our November webinars on 2026 pharmacy and product updates

At our Nov. 20 provider webinar, we'll discuss both pharmacy updates (including formulary changes) and product updates taking effect on Jan. 1, 2026. Originally, we had a separate webinar scheduled on Nov. 6 for product updates, but these two separate webinars will now be combined into one. The Nov. 6 webinar has been canceled.

How to register

You can join us on Thursday, Nov. 20 at noon by [registering online](#). Even if you previously registered for the Nov. 6 webinar, you still need to register for the Nov. 20 webinar to attend.

Want to see our other scheduled webinars?

All registration links for upcoming scheduled webinars and recordings of past webinars are on the [provider webinars page](#) of our Provider Manual.

PRIORITY HEALTH

Provider resources for Falls Prevention Awareness Week

Falls Prevention Awareness Week is September 22-26, and we're sharing provider resources to help improve your performance in quality measures and promote positive health outcomes for your patients, our members.

- New: [Promoting Falls Prevention In Your Practice](#), Provider Education Module
- [Falls Prevention Provider Tipsheet](#)
- [Falls Prevention webpage](#)

Questions?

Connect with your Provider Network Management specialist, [Robert Everett III](#).

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



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