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Provider FAQs

For the best user experience, **we recommend using Chrome for your web browser.**

Jump to topics:

- [Accessibility](#)
- [Authorizations](#)
- [Claims and appeals](#)

- [Provider enrollments and changes](#)
- [Messages](#)
- [General FAQ](#)

Logging in and registering for an account

Question	Answer
I'm having trouble logging in. It says my login attempt failed.	Make sure you've included ".prism" at the end of your email, as stated at the login screen. *Example:* DrJohn@familyhealth.com.prism. If you can't remember your password, click on "Forgot your password?" on the login page to reset it.
I'm with a PO, not a practice. How do I register if I don't have a group NPI?	You can provide your organization's NPI and Tax ID of the primary group you service.
I'm a biller. Can I register myself or does an administrator need to register us?	All users can self-register, however, the prism Security Administrator (pSA) for the practice or facility you're trying to register with or add to your account, must approve your access. This generally takes two to five business days. You'll receive an email once your access has been approved by the pSA.

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Do I need to have both a Tax ID and Group NPI to register? What if I only have a Tax ID?	Yes, you must submit your Tax ID and Group NPI to be found in our system. Use the NPI number associated with your primary group if your organization doesn't have an NPI number.
Do we need to register for prism to access GuidingCare and eviCore for authorizations?	Yes, you will access authorizations including Auth Inquiry and tools such as Guiding Care and eviCore through prism.
We have multiple facilities. Will we need to create an account for each location?	You don't need to have multiple accounts for prism to access multiple facilities. Simply go to your profile, and select **Request Provider Group/ Facility Affiliation.**
I'm an out-out-network provider. Can I still register for prism?	Yes! Your access will look slightly different, but you'll still be able to view authorizations, status claims and appeals, and send messages.
I work for a third-party administrator (TPA). Can I create a prism account?	Yes, during registration you'll select the option indicating that you're with a TPA, and you'll just need to fill out additional information regarding the TPA you're working for.

Accessibility

Question	Answer
Will there be a user management section?	No, users will create individual accounts and all with have the same access to their provider group data. Users can't be granted different levels of access
Will I still be able to access Secure Messages and send emails to Priority Health?	Yes! You'll still access Messages (Secure Mail) through prism. See **Messages** in the top navigation bar under **Resources.**
Will we have access to claims from other providers so we can see if patients assigned to us are seeing another PCP?	You'll have access to any claims submitted by groups you're affiliated with. You can't review claims submitted for providers outside your group/facilities.

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How long do I need to wait for account approval and access to claims?	Generally, accounts are approved within 24 hours. Once your application is approved, you'll get an email from our provider team. Note: your request for access to any group or facility affiliations goes to the prism security admin for that group. Please allow additional time for this approval. You'll receive an email confirmation once you've been given access.
When you add or delete a group in prism, is that view just for me or anyone in my PHO?	If you remove a group from your list of groups/facilities, that view is just for you. Each user can add/remove their own groups and facilities.
Our provider and organization wasn't registered with Priority Health, but we received a patient through the Cigna network. I have recently submitted a claim for that patient. Will our provider information be in prism?	Yes.
We pull Gaps in Care reports from FileMart around the 15th of each month. Will this process change with prism? Can anyone who's affiliated with the NPI receive these reports?	Nothing will change with how you access your reports today. FileMart will be accessed through prism. If you currently have FileMart access, you will have the same access in prism. If you'd like to request access, you can send a request by selecting **General Requests** and select website tools and services.
Will my whole team be able to see my request?	Yes, any user linked to a provider NPI and group/facility will be able to see requests and status of those requests.
How do you remove a user's access if they leave an organization?	Call the Provider Helpline or submit a **General Request** to us in prism and select "website tools & services" in the drop down category.

Authorizations

Question	Answer
Is anything changing with how we submit authorizations?	No, you'll still use the same processes and programs for authorizations as you are today. You'll have access to Guiding Care and eviCore in your prism account. Click on **Authorizations** in your navigation bar.

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Where can we check to see if an authorization is required for a member?	The authorization section in the provider manual will remain the same, as well as eviCore and GuidingCare.
Will we be able to see if a member requires authorization for an outpatient service?	You'll continue to use the same authorization determination on our Auths page today. This not changing.

Claims and appeals

Question	Answer
Are we able to correct claims in prism?	Not at this time. You'll need to follow the same process as today. Visit the Provider Manual for more information on how to correct claims.
Will we get an email once an appeal decision has been made?	You'll receive an email prompt from prism indicating you have a new message in your account, with a link to prism to see the whole message from our team.
When looking up claims, do we need to change the group view each time?	Yes, instead of logging in and out of multiple accounts, now you'll only need to select your provider group or facility at the top of your dashboard to change your dashboard view for claims data.
Will we get an email once an appeal decision has been made?	You'll receive an email prompt from prism indicating you have a new message in your account, with a link to prism to see the whole message from our team.
Will behavioral health claims show in the claims page?	Yes.

Provider enrollments and changes

Question	Answer
For provider affiliation changes, does a Provider Information Form still need to be submitted?	If a provider needs to change a group or facility in our system, they need to select "Change individual provider or organization" on the **Enrollments** page.

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Will we get an inquiry number when submitting enrollment for a new provider?	Yes, you'll see an inquiry number and will see the request in your queue. You can status the request at any time.
I handle credentialing for our facility. How do I add or remove MD, PhDs or other providers to our group?	You'll use prism to add or remove providers. Click on **Enrollments & Requests** and choose the appropriate electronic form option.
Will delegated provider organizations need to use prism to submit enrollments and changes?	No, delegated provider organizations will continue to use their normal processes.
Will anyone in the organization be able to make changes to enrollment details?	Yes, anyone who is mapped to that group can submit enrollment information.
Can we see in prism where our enrollment is in the process?	Yes! This is a new, exciting feature in prism where you'll be able to status your individual or organizational enrollment. Click on **Enrollments & Requests** in your navigation bar to see the status of your request.
Will we receive an approval letter through prism when a provider is approved with an effective date?	No, you'll receive approval confirmation in the inquiry once it's been posted.
Once a pending enrollment is approved, will we have to add the provider to our list of group/affiliations?	If you're enrolling a group, you'll have to add the group to your list of groups/affiliations. If you're adding a new provider to an existing group, that provider will show up in your group information automatically.

General FAQ

Question	Answer
Will insurance verifiers still have access to Cost Estimator?	Yes, Cost Estimator is now located under Member Inquiry, once you search a member's contract.

Can't find the answer you need? Call the Provider Helpline at 800.942.4765.

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