Asking questions and checking notifications

Provider Portal user guide

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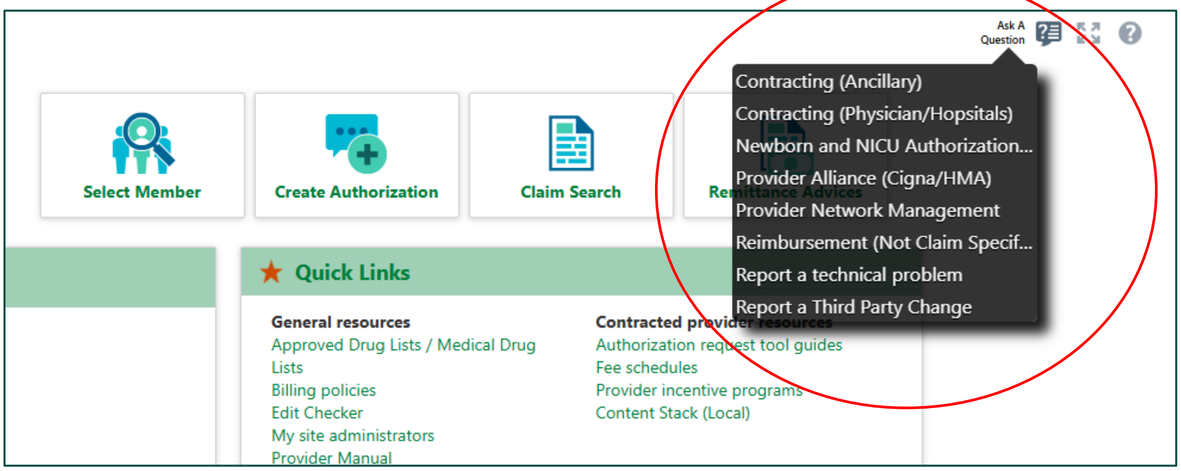
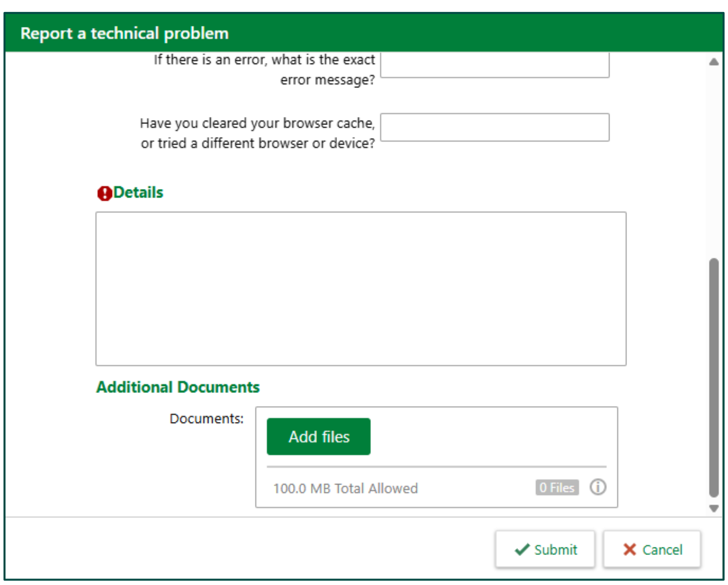
The Provider Portal offers a great point of contact between you and Priority Health, including through the **Ask A Question** dropdown menus, the **In Basket** and Customer Relationship Management cases, or **CRMs**.

Asking questions

A number of pages on the Provider Portal have **Ask A Question** dropdown menus, such as this one on the portal home screen.



Selecting one of these options opens a pop-up that allows you to message Priority Health. Your inquiry will be directed to the appropriate team depending on the topic you choose, once you click **Submit**.

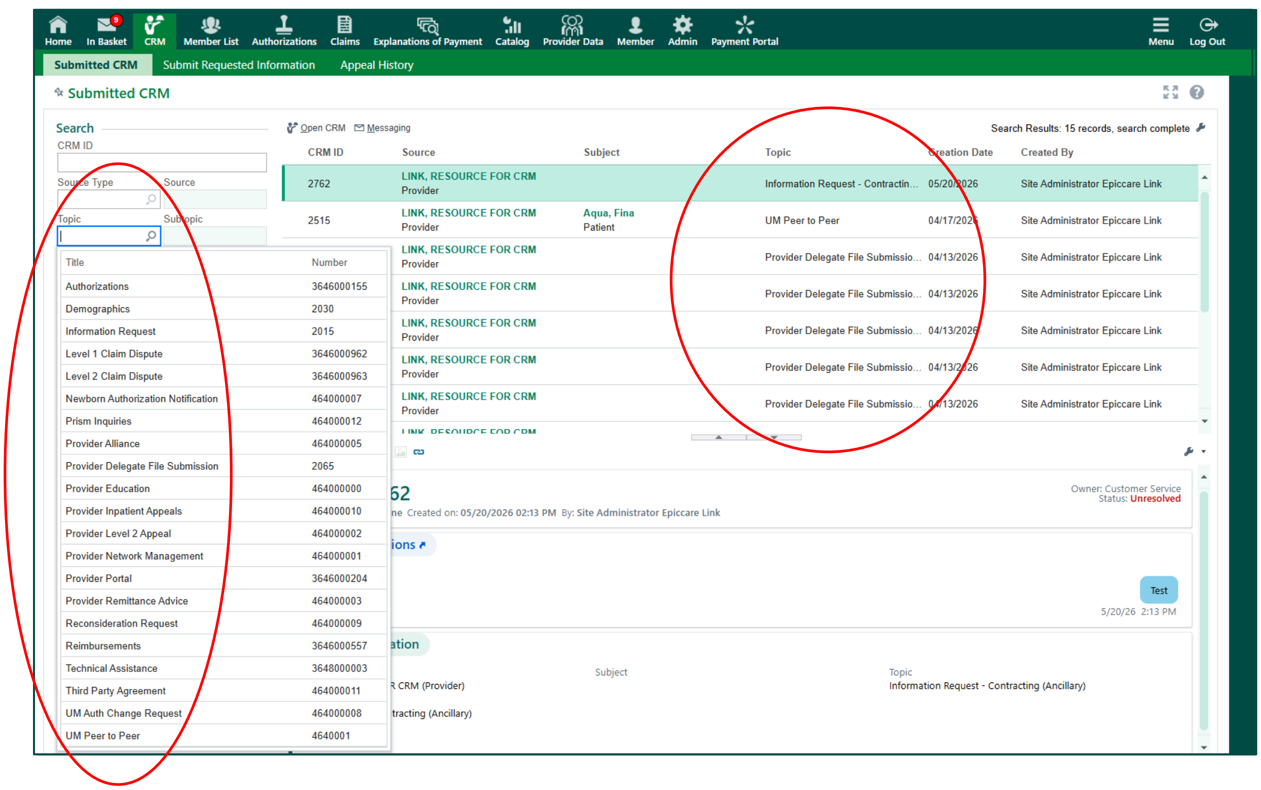


Viewing and sorting CRMs

CRMs are inquiries and issues that originate from a few different places:

- Questions asked via **Ask A Question**
- Claim disputes
- Authorization issues, including change, extension, reconsideration and peer-to-peer requests
- Items initiated by Priority Health

You can view all your CRMs by choosing **CRM** in the top navigation bar. If you have a large number of CRMs, sort through them using the **Search** function. For instance, if you want to search by CRM topic, click the magnifying glass icon in the **Topic** field to bring up the available options.

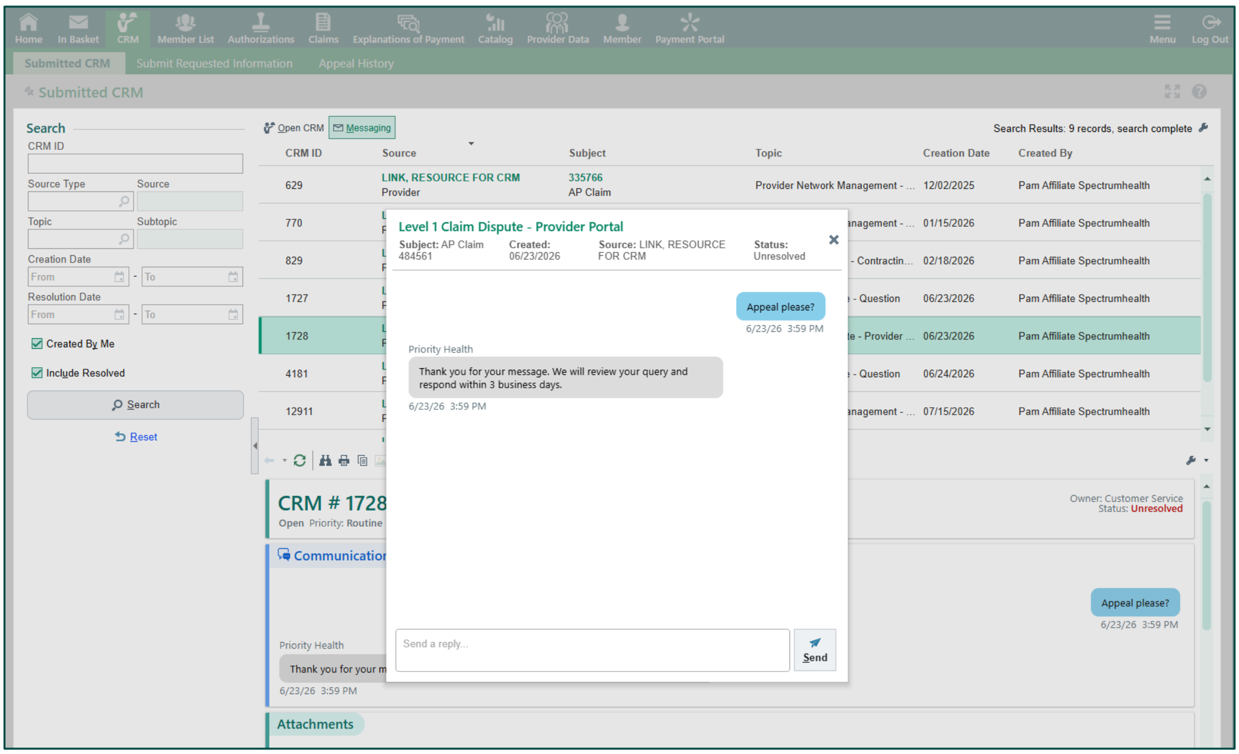


With a CRM selected (highlighted in green), details will show up at the bottom of the screen.

Responding to a CRM

CRMs are a case that needs to be worked through in partnership between a provider/group and Priority Health, so it's important that you're able to add your input. Respond to a CRM by selecting one and clicking the **Messaging** button. A window will then pop up with all of your and Priority Health's prior messages.

Enter your message in the **Send a reply** box and then click **Send**.

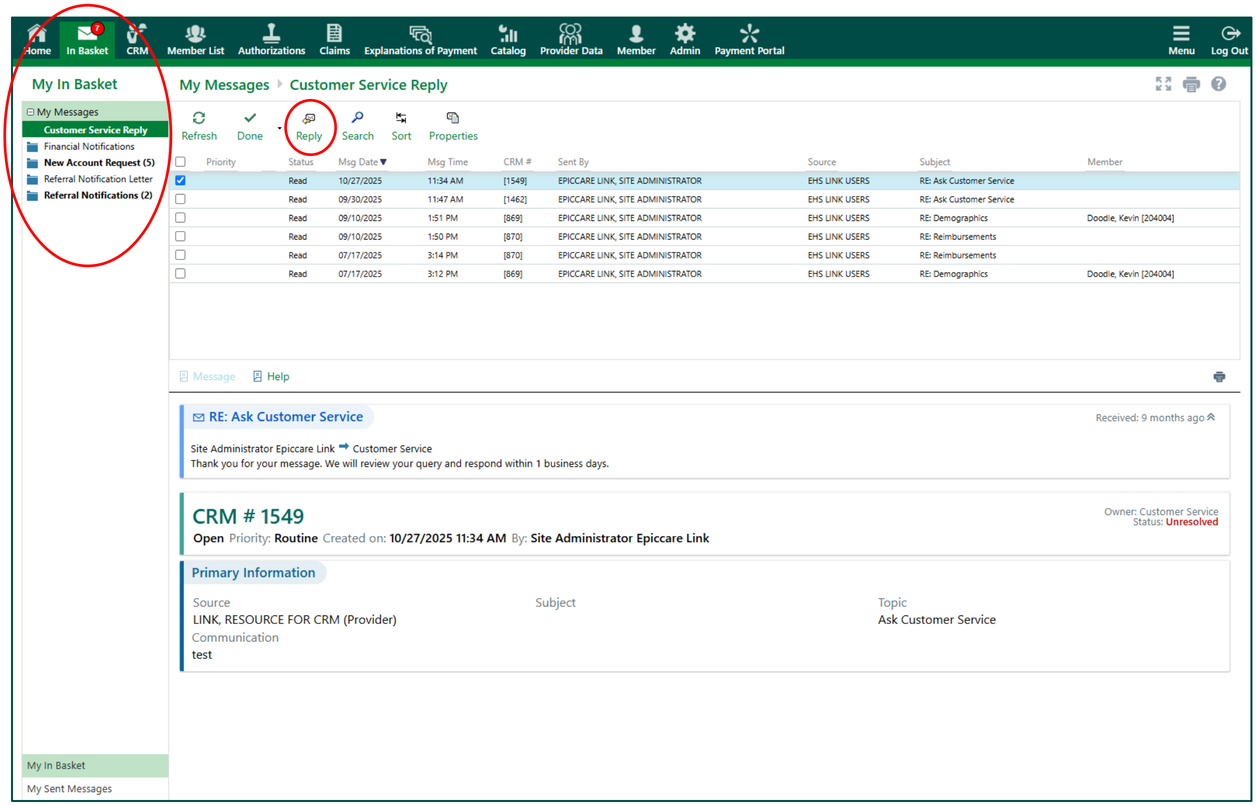


The Priority Health team you're working on the issue/inquiry with will be notified of your response.

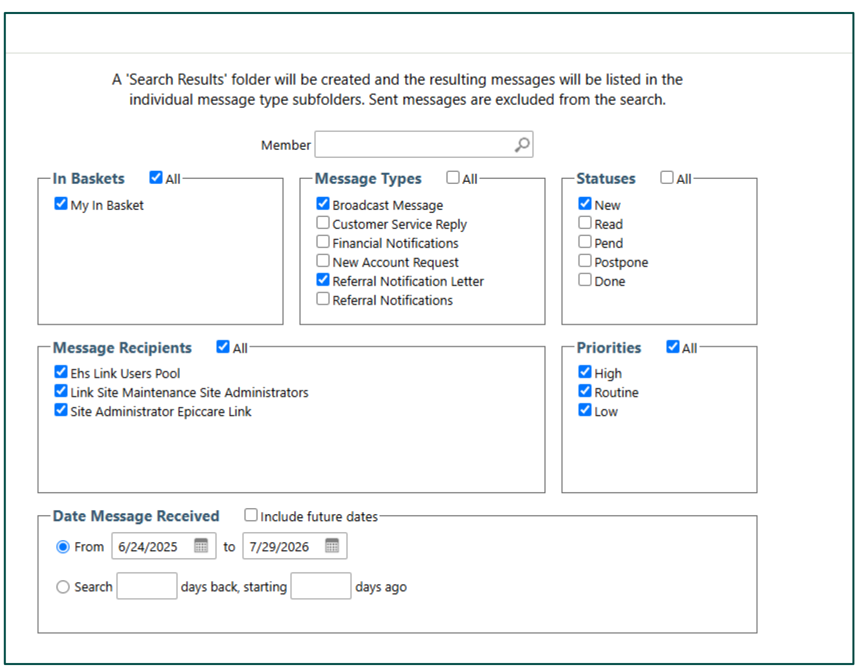
Checking your In Basket messages

In Basket is like the inbox of your Provider Portal. Messages are pre-sorted into folders by message type.

Select a message to bring up details at the bottom of the screen. Some message types allow you to reply. With the message you want to reply to highlighted, click the **Reply** button.

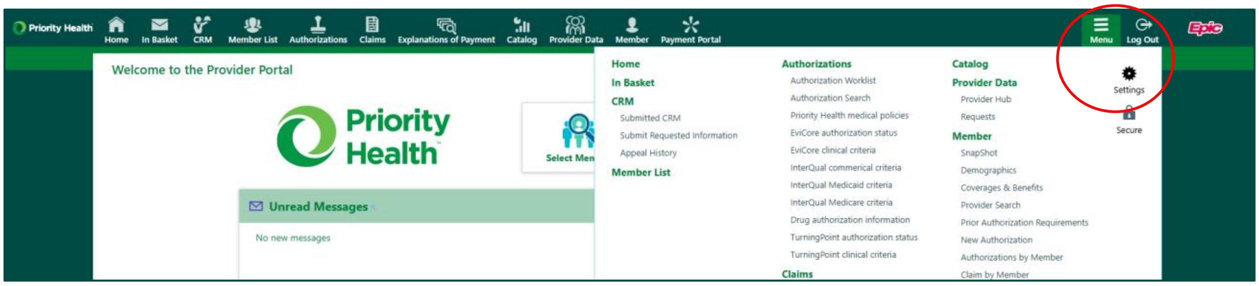


To search your In Basket messages, select **Search** and then, in the pop-up window, check the boxes of message types, statuses, dates, etc. that you want to find. You can also search for all messages related to a specific member by using the **Member** search field.

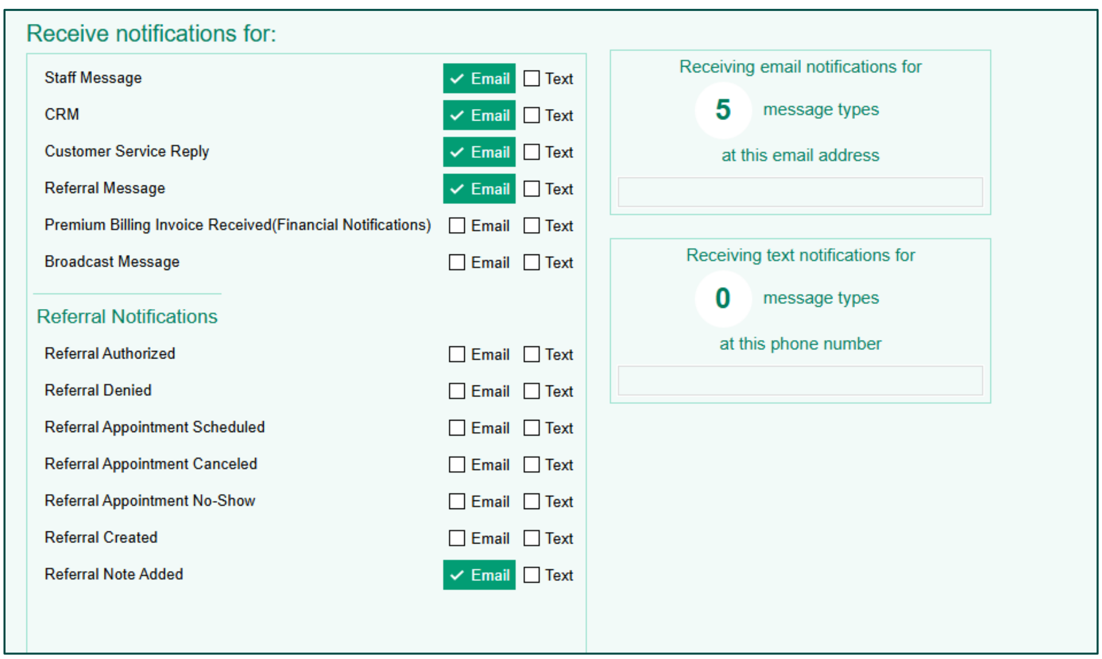


Configuring your notification settings

Navigate to your **Settings** to control which messages you receive and how you're notified.



Select **Notification Preferences** to choose how you're notified about Provider Portal happenings via email and text. Note: when a box is checked, you will still also receive notifications inside the Provider Portal.

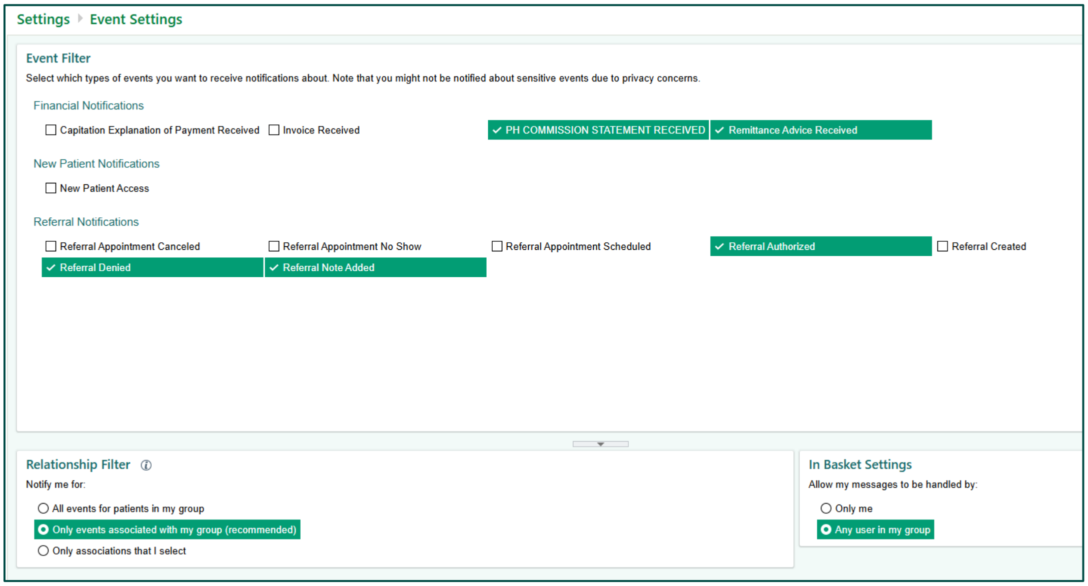


Remember that "referral" here means "authorization".

Select **Event Settings** to choose which events you receive **In Basket** notifications for. Use this to control your In Basket flow.

Use the **Relationship Filter** to choose which sites you receive messages about. **Only associations that I select** allows you to choose some of your sites.

In Basket Settings allows you to control access to your messages within your groups (which users can access messages).



Finally, select **Roles and Specialties** to control which targeted messages you receive. There is *no limit* to the number of staff roles or specialties you can select.

Use the magnifying glass icon to see the full list of options for each.