Provider FAQ:
Notice of Admission

Priority Health will soon require facilities to submit Notice of Admission (NOA) for inpatient hospital admissions (except for behavioral health admissions), for all plans (commercial, Medicare and Medicaid). NOA will need to be submitted within 24 hours (or one business day) of admission. **We'll share the implementation timeline with advanced notice when available.**

What is a Notice of Admission (NOA)?
A NOA is a notification to the health plan that a member has been admitted as an inpatient. It is not an authorization or approval, but it allows appropriate enrollment verification and streamlined care by facilitating improved coordination or care, care management and downstream review.

When will NOA need to be submitted?
NOA will need to be submitted within 24 hours (or one business day) of inpatient admission. No medical records will be submitted at the time of NOA submission.

Exceptions / exclusions may be allowed, in alignment with CMS regulations, for example:

- if the provider is unable to confirm the member's coverage within 24 hours
- 90-day new coverage

How will NOA be submitted?
The preferred NOA method with the least administrative burden is **ADT sharing**, which will automate releasing a notification to us when a member is admitted. ADT can be accomplished through **Epic Payer Platform or MiHIN** (see details below).

We'll also accept **manual NOA submissions** via a form in our new Provider Portal. This option will be available to all providers, regardless of which EMR you use. We'll provide instructions for this submission process as we get closer to implementation.

How can you establish ADT with Priority Health?
Epic Payer Platform (EPP)
For groups on Epic's EMR, ADT sharing is available through EPP. Setup can take 2-3 weeks, after prerequisites (EPP and clinical data sharing implementation) are met. Contact Lisa Burgess, Priority Health Agile Product Manager (*lisa.burgess@priorityhealth.com*), to get started.

MiHIN
We can also accept NOA data via MiHIN. To establish a new feed with MiHIN, submit a MiHIN Helpdesk ticket either through their JIRA portal (preferred) or by emailing *help@mihin.org*.

What information will be required for NOA?
If you choose not to use an electronic sharing method, required elements for submission through our provider portal will include:

- Member name and ID
- Member date of birth

- Facility name
- Date and time of admission
- Admitting diagnosis
- Attending/admitting provider

Clinical documentation will **not** be required at the time of NOA submission.

What will happen if NOA is not submitted timely?

Priority Health will implement controls in the future to support timely NOA submission. When that occurs, we will provide advance notice.

Are observation services impacted by this change?

No. There's no need to submit NOA for observation services.

Where can providers get help or ask questions?

Providers may contact:

- **Provider Helpline**: 800.942.4765
- **Provider portal**: provider.priorityhealth.com (login required)
- **Provider Manual**: priorityhealth.com/provider/manual
- **ACNs** can contact their Provider Network Management Consultant