

Provider Communications: Where to find the news you need

At Priority Health, we work to keep you informed with all the news you need, when you need it. We share updates on topics including:

- Our new Provider Portal
- Medical and billing policies
- Prior authorization requirements
- Provider incentive programs
- New products
- Quality initiatives
- Pharmacy
- Compliance requirements
- and much more.

How we communicate

We use several ways to share news, whether it's our bi-weekly PriorityActions emails, our quarterly newsletters, webinars, Provider Portal notifications, and more. Here's your guide to our publications and other outreach channels.

Tactic	Channel and Audience	Frequency	Description	Where to find it
PriorityActions for Providers	Email sent to all ACNs and prism users opted in to our communications	Bi-weekly	Digest of all provider network updates, linking to our provider news page	All current and past issues
Quarterly newsletter	Email sent to all ACNs and prism users opted in to our communications	Four times a year	Important information for providers plus a list of provider news items from the last quarter	All current and past issues
Quarterly quality newsletter	Included in the quarterly newsletter email (see <i>above</i>).	Four times a year	Updates about Medicare, Medicaid and HEDIS	All current and past issues
Provider webinars	Webinars with content for administrators and practice managers; coders and billers; and more	Varies by topic	Webinar topics include: changes to how we work together, billing and coding; quality; incentive programs and product and pharmacy.	Calendar, registration and recordings of past webinars
Provider news items	All providers	Updated daily on our website	News and updates posted to the Provider Manual on priorityhealth.com	News page
Provider Portal messages	All portal users	As needed	Messages that go to the Provider Portal "In Basket" <i>*starting Sept. 1</i>	Provider Portal <i>(behind login)</i>

Questions?

You can find answers to many questions in our [Provider Manual](#). You also may contact our **Provider Helpline at 800.942.4765**, or if you're part of an Accountable Care Network (ACN), please contact your Provider Network Management specialist.