

ACNs and the new Provider Portal

FREQUENTLY ASKED QUESTIONS

Should ACN administrators register for an account on the new Provider Portal?

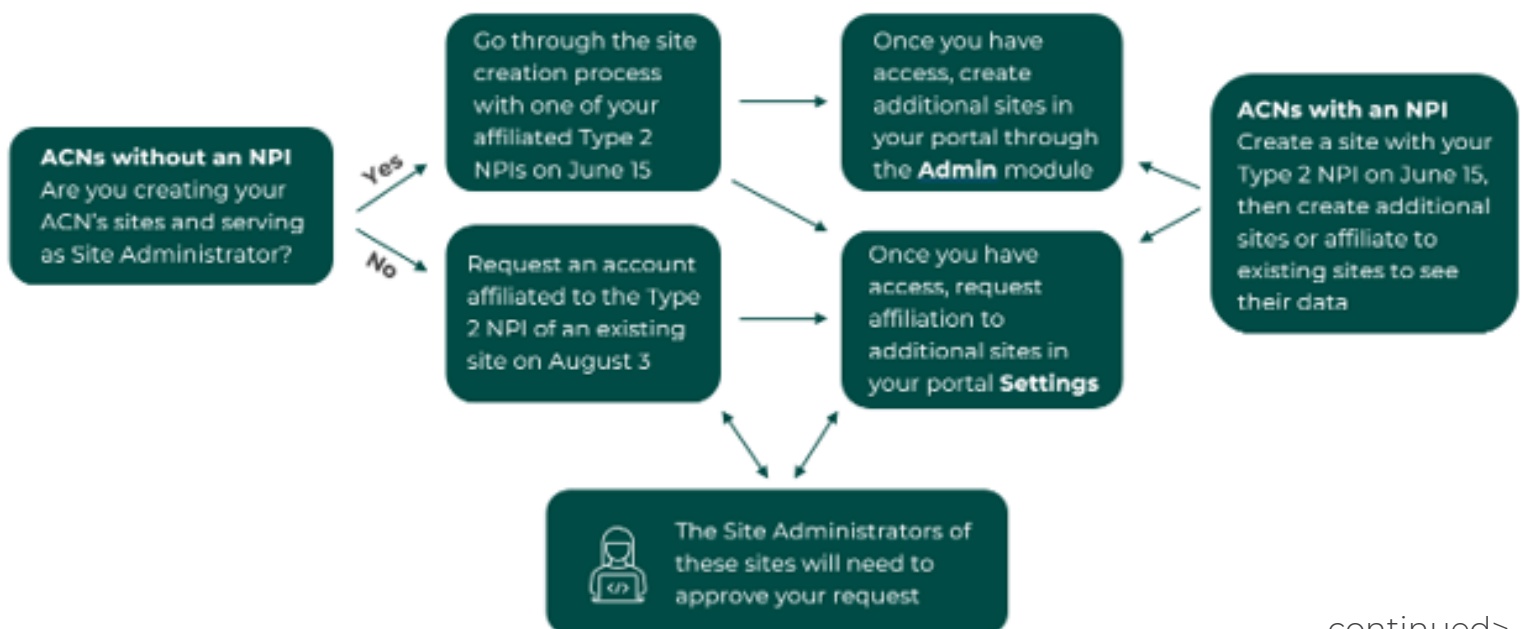
Yes, we strongly recommend it. As with prism, the new Provider Portal offers an integrated point of connection between you, your providers and Priority Health. With an account, you'll be able to see the data (claims, authorizations, enrollments, etc.) of your affiliated groups.

Accessing the new portal

How should ACN administrators access the portal?

If your ACN has a Type 2 NPI, create a site, then request affiliation to each additional site whose data you need access to in the portal (in **Settings** under **Site Access**). If your ACN doesn't have a Type 2 NPI, you'll need to wait until at least one of your affiliate sites is created, then register for an account with that site's Type 2 NPI. Affiliate to additional sites in the portal as described above

Refer to the following chart for details:



continued>

ACNs and the new Provider Portal

FREQUENTLY ASKED QUESTIONS, CONT.

TIP: Communicate with your affiliated practices and facilities about when sites are created and ask them to do the same. Users can only request affiliation to sites that already exist.

How do I know when sites are created for the accounts I want to affiliate to?

If there hasn't been a site created yet for your organization by a Site Administrator, your affiliated account request will be denied. To avoid the delays and confusion this would cause, verify a site has been created one of the two following ways:

1. **Contact the Site Administrators.** If you're currently on prism, log in to your prism account and hover your cursor over your name in the upper-right corner and go to **Profile > Affiliations**. Click **Show pSA Details** on the line for the group you're attempting to affiliate to in the new portal. A box will pop up with the name of all your group's prism Security Administrators (pSAs), along with their email addresses. The pSAs listed here are your Site Administrators for the new Provider Portal. Make sure you ask them if the site has been approved and created—not just requested. Account requests affiliated to pending sites will be denied.
2. **Check [this spreadsheet](#) for the NPIs and names of all created sites.** Note that the spreadsheet is updated biweekly, so there may be a delay in its accuracy.

If a site hasn't been requested for your Type 2 NPI, contact your Site Administrators and ask them to begin the site creation process right away to avoid delays in access.

I requested affiliation to an existing site but haven't heard back.

Contact the Site Administrator of the site, as they need to approve your affiliation request. There's nothing Priority Health can do to override this.

Which role should I register under?

Select the **Provider, Hospitals and Staff** role when registering for an account.

I need help registering for an account!

Our [portal onboarding page](#) has detailed steps and resources in expandable drawers.

ACNs and the new Provider Portal

FREQUENTLY ASKED QUESTIONS, CONT.

Tell me more about the identity verification process.

Identity verification for the Provider Portal is handled by our trusted US-based identity verification partner, Persona. It requires each user to have a picture of a government-issued photo ID and their face.

Priority Health does not collect or store any sensitive documents. Persona collects only what's needed to verify your identity. Your information is never sold and is automatically deleted after the retention period set by Priority Health. See Persona's Privacy Policy [here](#).

Persona's security and privacy frameworks are based on, and aligned with, global standards that ensure the highest grade of security is met and exceeded. Learn more at withpersona.com/security.

Users' biometric data is retained for up to 1 year, then permanently deleted. Non - biometric information is retained for up to 3 years, then deleted. Persona stores data to support the verification process and fraud prevention. Users can request deletion of your data at any time by selecting **Report a technical problem** in the **Ask A Question** dropdown on their portal home screen, then writing "Please delete my ID verification data" in the details box.

Persona is contractually obligated to maintain robust security protocols to protect provider data, including technical and organizational safeguards such as firewalls, access controls and physically secured infrastructure. All data must remain within the United States. In the event of a data breach or security incident, Persona is required to promptly notify Priority Health, cooperate fully with our investigation and response efforts, assist with any required notifications to affected individuals or authorities and take immediate remediation measures. Persona also carries cyber liability insurance and is financially accountable for any breach caused by its failure to meet its contractual security obligations.

For more information on the identity verification process, check out our [Persona FAQs](#).

ACNs and the new Provider Portal

FREQUENTLY ASKED QUESTIONS, CONT.

Transitioning from prism



What's happening to all the data in prism?

Any open/pending items, including inquiries, claims, authorization requests, disputes/appeals and enrollment/credentialing requests won't be visible in your Provider Portal account until they're resolved. But we're still committed to completing these requests according to previously stated turnaround times. ***Providers should not call or email about these open items unless they've remained unresolved beyond the promised times.***

To not lose visibility into pending activity, we're recommending providers hold off on submitting anything non-urgent/post-service from mid-December until January 1. That way, they'll be able to complete the process on the new portal end-to-end and track the status at each step along the way.

Closed/resolved items, including inquiries, claims, authorizations and disputes/appeals will be automatically visible in your new Provider Portal account.

What's happening to FileMart and the Secure Mailbox?

Both FileMart and the Secure Mailbox are being retired with prism.

- Remittance advices for dates of service from 1/1/27 onward will be automatically available in the new portal under **Claims**, as well as in ECHO (the new payment portal).
- Remittance advices from pre-1/1 dates of service will be sent via **CRM** in the new portal. To receive these messages, a user should select **Remittance Review** as one of their Staff Roles. They can do this when requesting an account or, once they have portal access, by going to **Menu > Settings > Roles and Specialties** and enter **Remittance Review** into the box under **Staff Roles**.
- PIP reports will be sent via a new vendor in 2027 (link to be embedded into the new portal).
- Other files will be sent in the new portal via **CRM**.

ACNs and the new Provider Portal

FREQUENTLY ASKED QUESTIONS, CONT.

- Secure messaging will move to the new Provider Portal (also under CRMs) for all users with access. Before January 1, users should review their Secure Mailbox account and download any important data, including messages they want to save, since old messages won't be visible on the new portal.

Is Provider Roster Application (PRA) attestation going away?

No, PRA attestation is not affected by the change to the new Provider Portal.

How do I access fee schedules, authorization request tool guides and provider incentive program documentation?

If you are a contracted provider, you can access all of these resources in the Quick Links box on the portal home page under the **Contracted provider resources** heading.

How are provider agreements impacted?

As Priority Health transitions to our new Provider Portal, an Epic-based platform, on January 1, 2027, any provider agreements, documents, or processes referencing prism are intended to remain in full force and effect, and it is understood that the use and reference of our Provider Portal or the Priority Health provider portal now replaces all references to prism.

Using the new portal



Will I be able to see data from all my affiliated accounts under one login?

Yes, you only need one login. In the portal's various tools, you'll be able to toggle which of your affiliated sites' data you're seeing at any given time.

If I'm a Site Administrator, how do I go to my Site Administrator functions?

Select **My Groups** on your portal home screen or select **Admin** on the top navigation bar. See currently affiliated users in the **My Groups** tab. Review requested affiliations in the **Account Requests** tab.

ACNs and the new Provider Portal

FREQUENTLY ASKED QUESTIONS, CONT.

How do I see all my sites' Site Administrators?

In the Quick Links box on the home page of your portal, click the My site administrators link under the General resources heading. A pop-up listing your Site Administrators and their contact information will appear.

Can I message my Priority Health representative on the portal?

Yes, there will be an option on the Provider Portal home page's **Ask A Question** feature to message your Provider Network Management representative. You can then track the correspondence in your **CRMs**. This will be the new preferred contact method for standard inquiries.

Is there training for ACN administrators on using the portal?

Since the Provider Portal user experience is the same for all users, there isn't a specific ACN administrator training. We ask that you attend whichever of our training offerings makes the most sense for you. Check out our [provider webinars page](#) for registration links and agendas.



MORE QUESTIONS?

Check out our [Provider Portal information page](#).