Priority Health

NEW Provider Portal training: **Site creation for Site Admins**

We'll get started at noon

June 2026

Priority Health

NEW Provider Portal training: **Site creation for Site Admins**

Connecting you with Priority Health experts to prepare for the new portal launch

June 2026

Priority Health

How to have a great viewing experience



Fix audio trouble

Audio comes through your computer's speakers. Check your speakers' output, make sure your browser is up to date and refresh your browser, as needed.



Enlarge the presentation

Click the square icon in the upper righthand corner of the slide pane to enlarge the viewing area.



Watch again later

We'll post the recording to our provider webinars page and send you an access link via email.

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Navigating the webinar console

Hover over each panel with your cursor to see what it is.

Slides

These panels show you the webinar slides, advancing through them as the webinar proceeds.

Media player

This panel allows you to control the audio playback, replaying previous parts as needed.

Resources

Go to this panel for helpful links and downloadable files related to the topics discussed today.

Q&A

Ask our team questions here, and we'll respond via chat during the webinar or via email after.

Presenters

Everyone whose voice you hear during this webinar will have their name, title and picture here.

Survey

Take a minute to provide us feedback on this webinar and our webinars in general.

Lost a panel? Use the white toolbar across the top of your screen to pull it back up.

Priority Health | Epic

The new portal is coming Sept. 1.

Moved back from Aug. 1 to ensure operational readiness and to give you a longer window of time to register for an account before launch

Prism and GuidingCare are being entirely replaced.

Both will shut down on Sept. 1 with the launch of the new portal.

- ✓ Simplifies your experience and helps us work together better
- ✓ Allows you to do everything you did previously, and more
- ✓ Fully accessible to all providers, whether or not they use Epic's EMR
- ✓ Offers ongoing improvements plus more integration in the future with those using Epic's EMR

Bookmark our provider information page at prioritythealth.com/provider/portal for the latest updates, information and resources about this change.

Priority Health

TODAY'S AGENDA

1. Requesting a new site
2. Completing identity verification
3. Receiving your login credentials

Priority Health

01

Requesting a new site

Priority Health

What is a site?

A site is a practice, hospital or provider group that shares a Type 2 NPI among all its providers. A site must be created in our new Provider Portal before users can create portal accounts that access that site's data.

IMPORTANT: Only a Site Administrator can create a new site.

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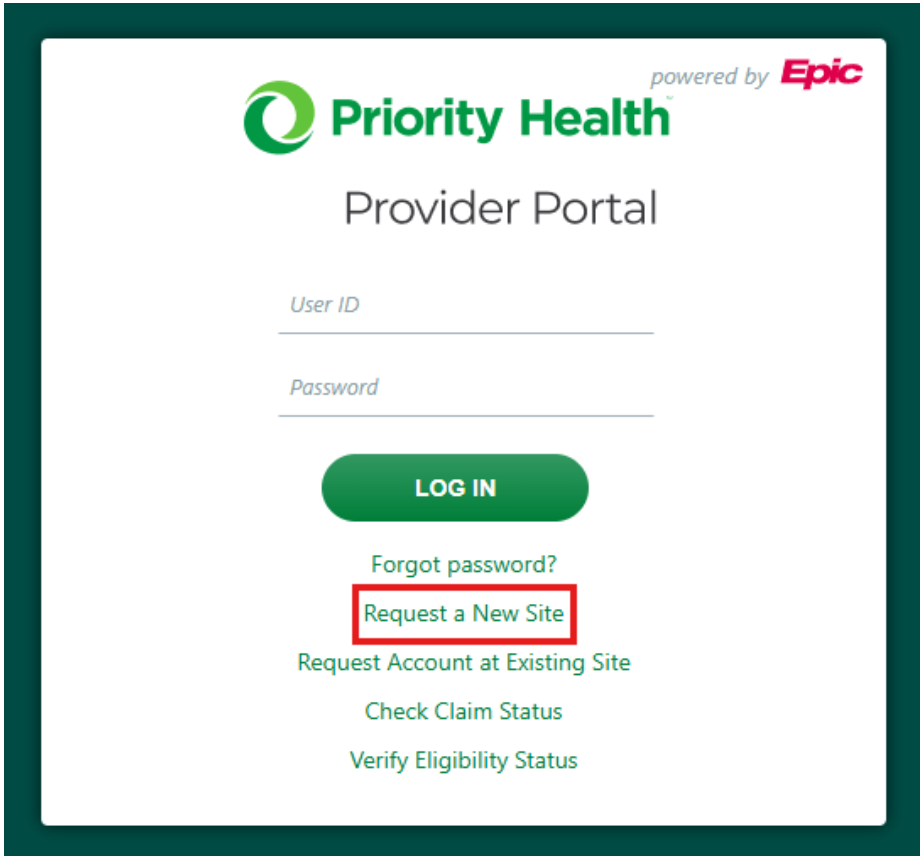
Are you a Site Administrator?

- ✓ Are you prism Security Administrator (pSA)?
- ✓ Are you in an appropriate position to control access to your site's provider and patient data?
- ✓ Are you a non-TPA user?

Each practice, hospital or provider group needs at least one Site Admin.



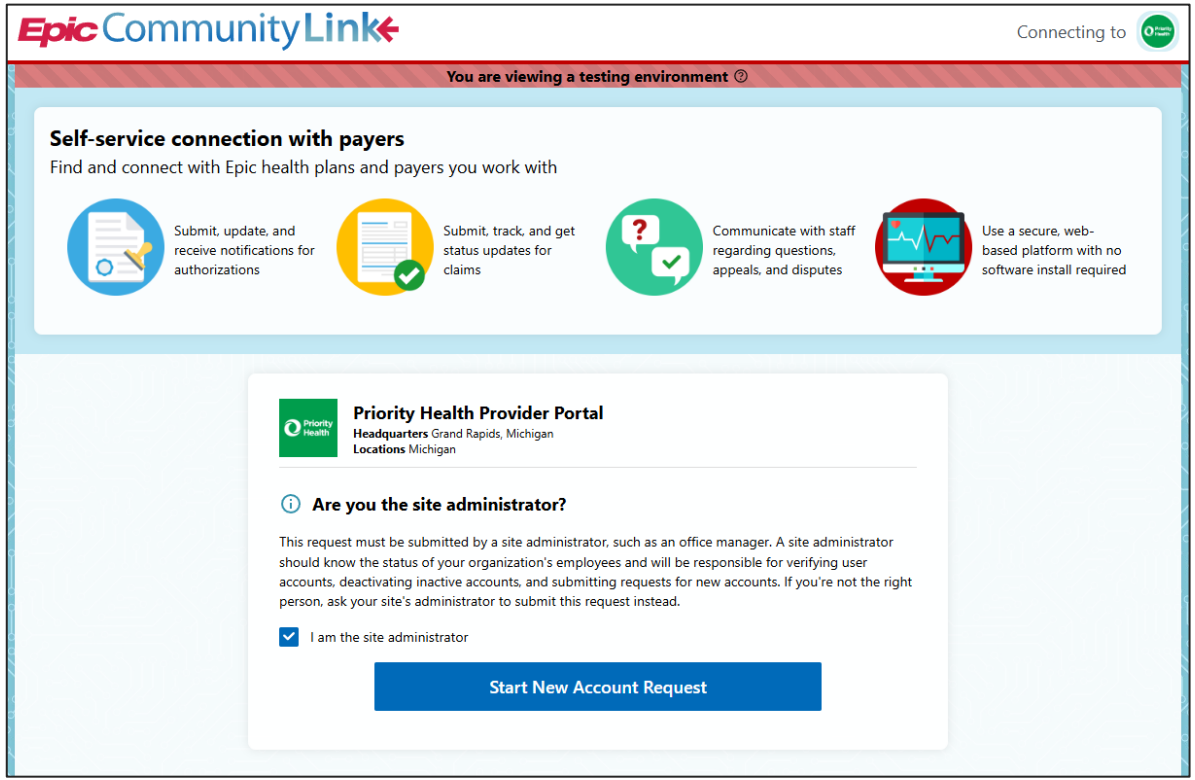
Provider Portal — Starting point



Step by step:

- Navigate to the Priority Health Provider Portal registration page using the link in your email or on our portal info page
- Click **Request a New Site** below the login form
- This launches the Epic CommunityLink self-service workflow
- **Important reminder:** Must be completed by the Site Administrator

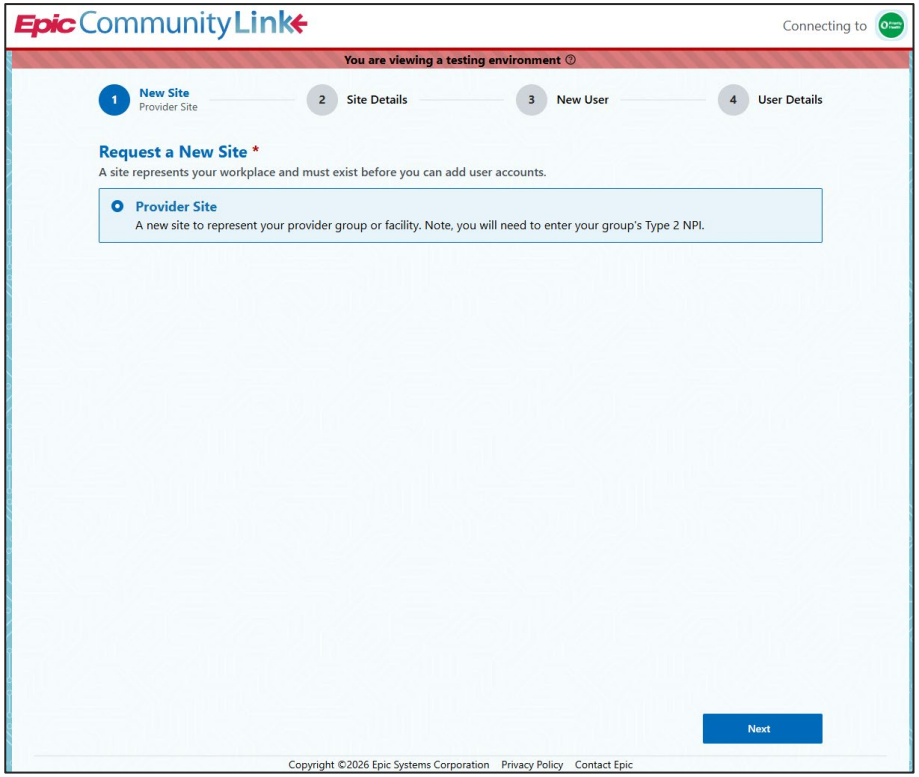
Epic CommunityLink — Site Administrator confirmation



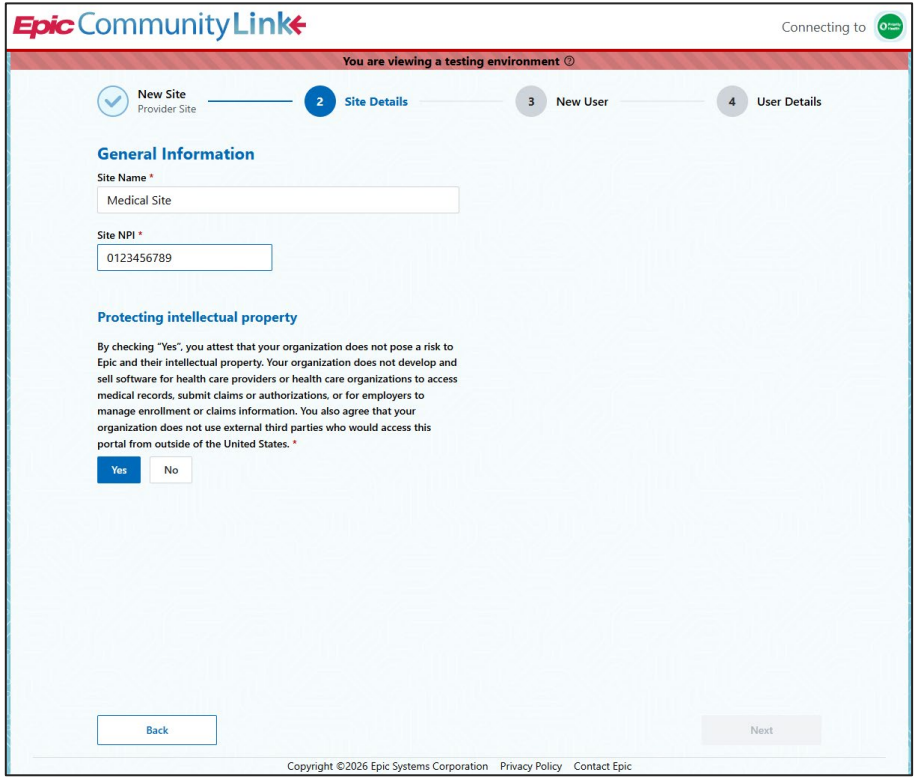
Step by step:

- CommunityLink shows Priority Health payer details
- Explains capabilities: authorizations, claims, messaging, web platform
- Check 'I am the site administrator' — required to proceed
- Click 'Start New Account Request' to begin site creation

Select site type and enter site details



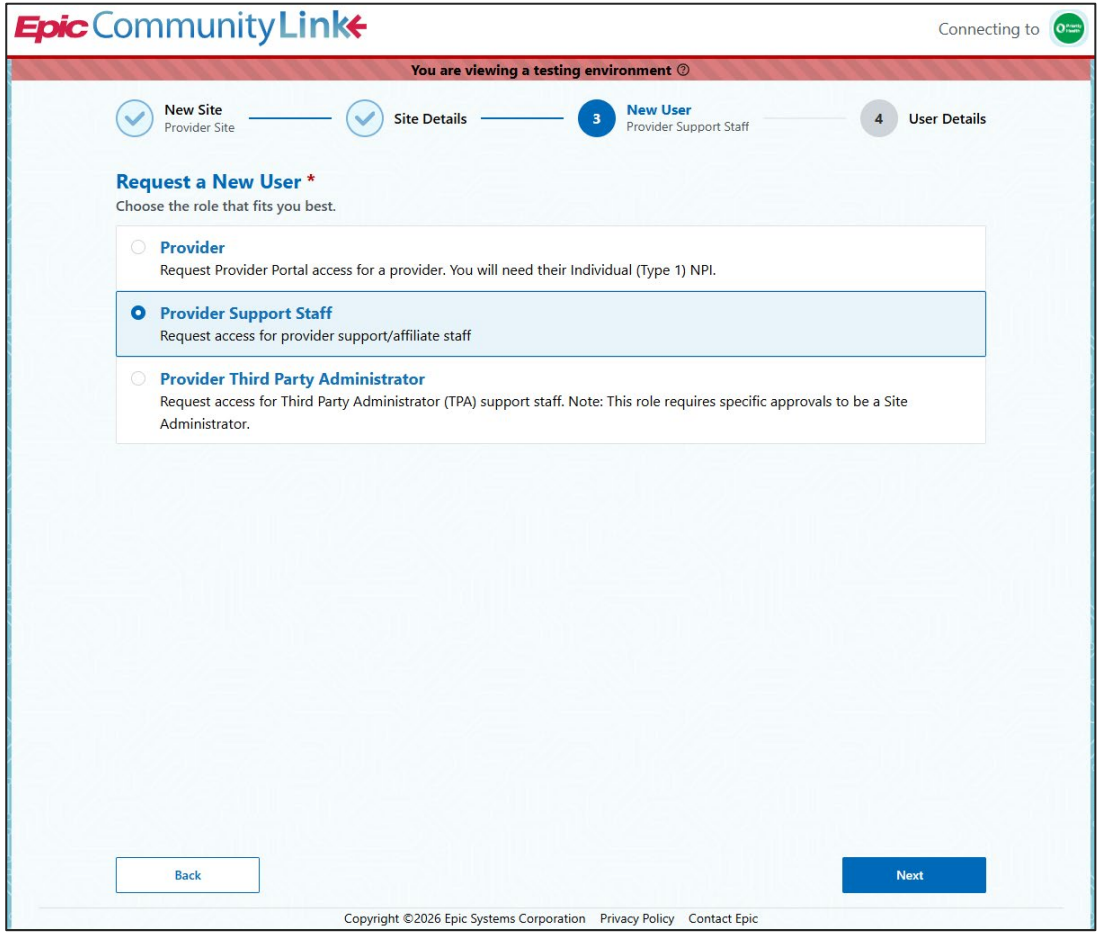
Step 3: Select 'Provider Site'



Step 4: Site Name & NPI

IMPORTANT: Site Name should match your organization's legal name. Site NPI must be the Type 2 (Group) NPI.

Request a new user

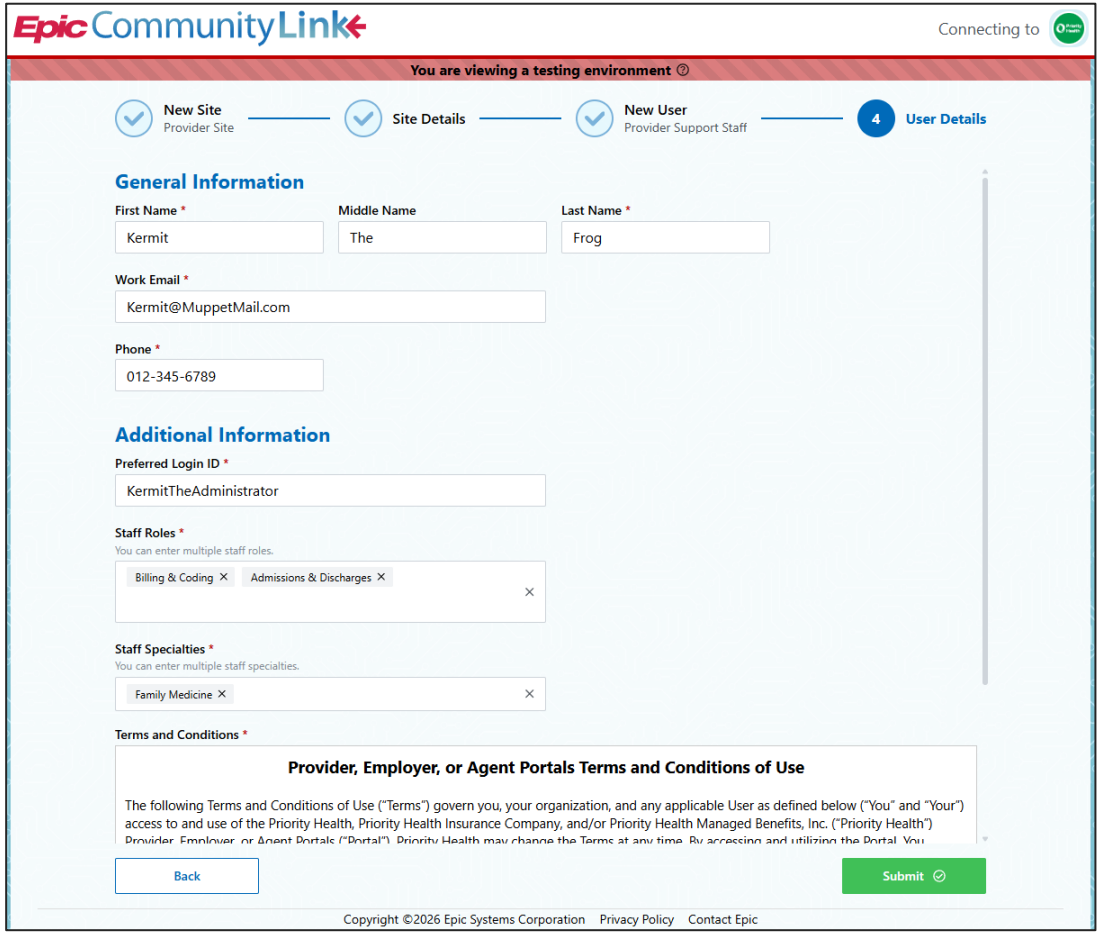


Choose a role:

- **Provider Support Staff** — for all providers and their office staff
- **Provider Third Party Administrator (TPA)** — for external billing services or service bureaus

NOTE: TPAs cannot be the Site Administrator until a direct employee of the site is setup as the Site Admin first.

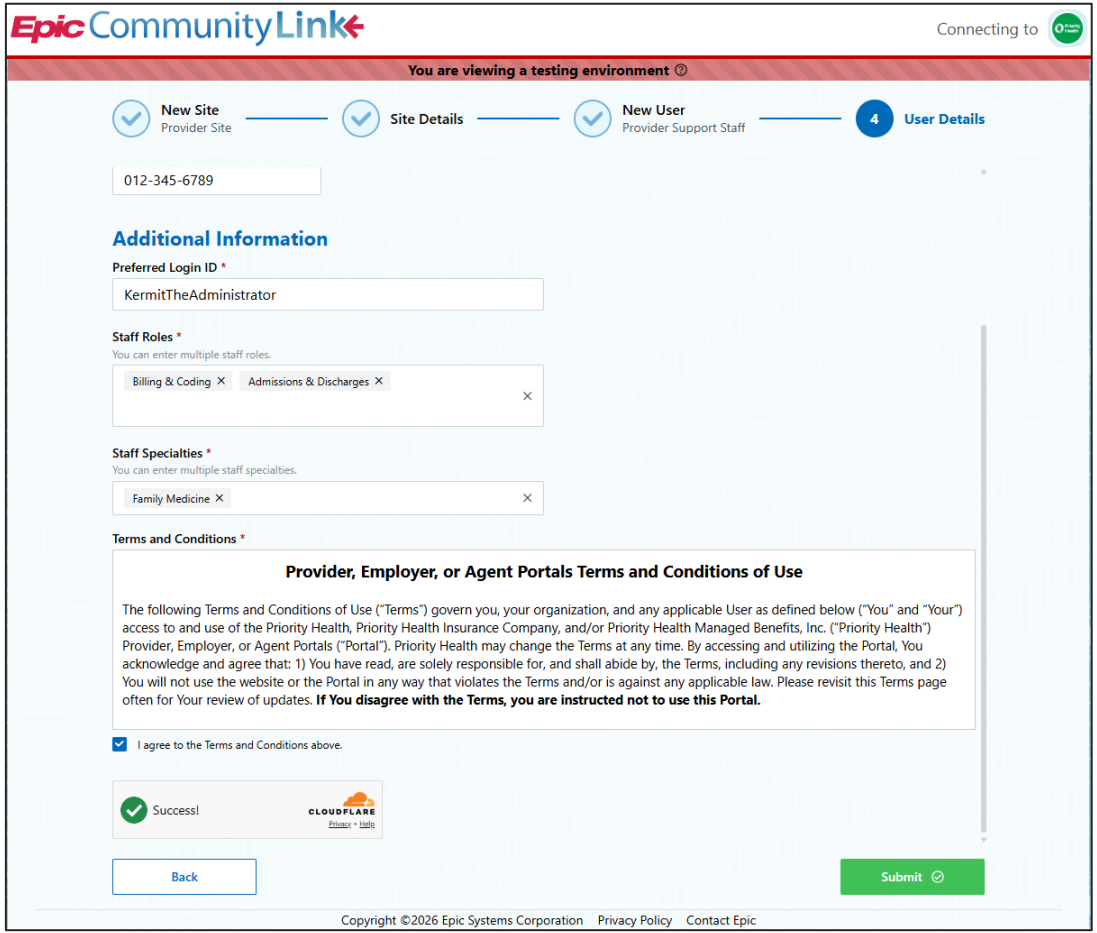
Enter user details



Fill out each field:

- **First & Last Name** — Must match government ID
- **Work Email** — Used for communications and credential delivery (use same email you used to sign up for prism)
- **Phone** — Contact number for follow-up
- **Preferred Login ID** — Desired username for portal access
- **Staff Roles** — Select all that apply (can choose multiple)
- **Staff Specialties** — Select all that apply (can choose multiple)

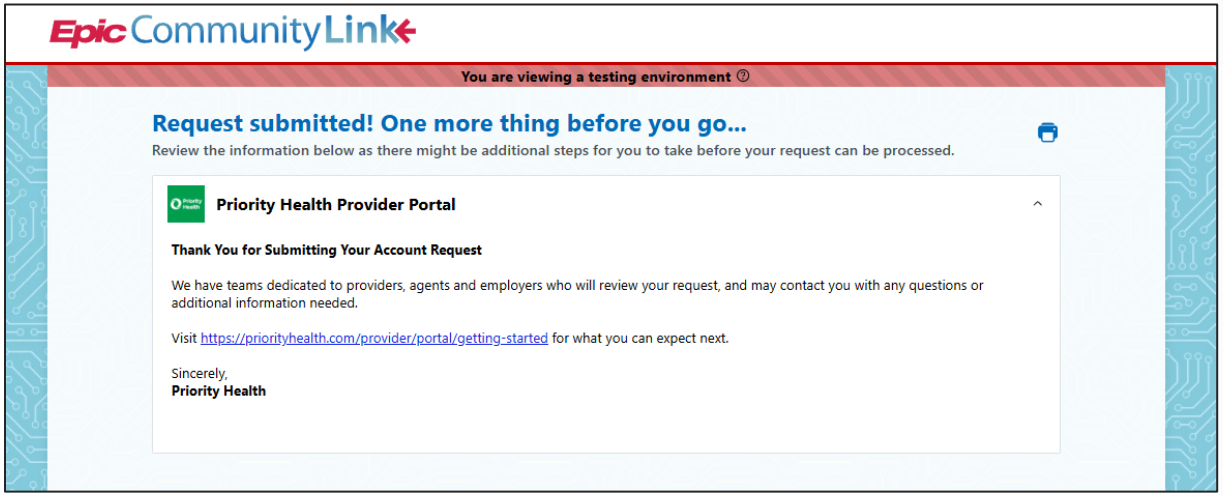
Terms & conditions and security check



Complete:

- Read the Priority Health terms and conditions
- Check the box to accept the terms and conditions
- Complete the Cloudflare security check (reCAPTCHA equivalent)
- Click **Submit** — green button activates after all fields complete

Request Submitted — Confirmation & Next Steps



After submission:

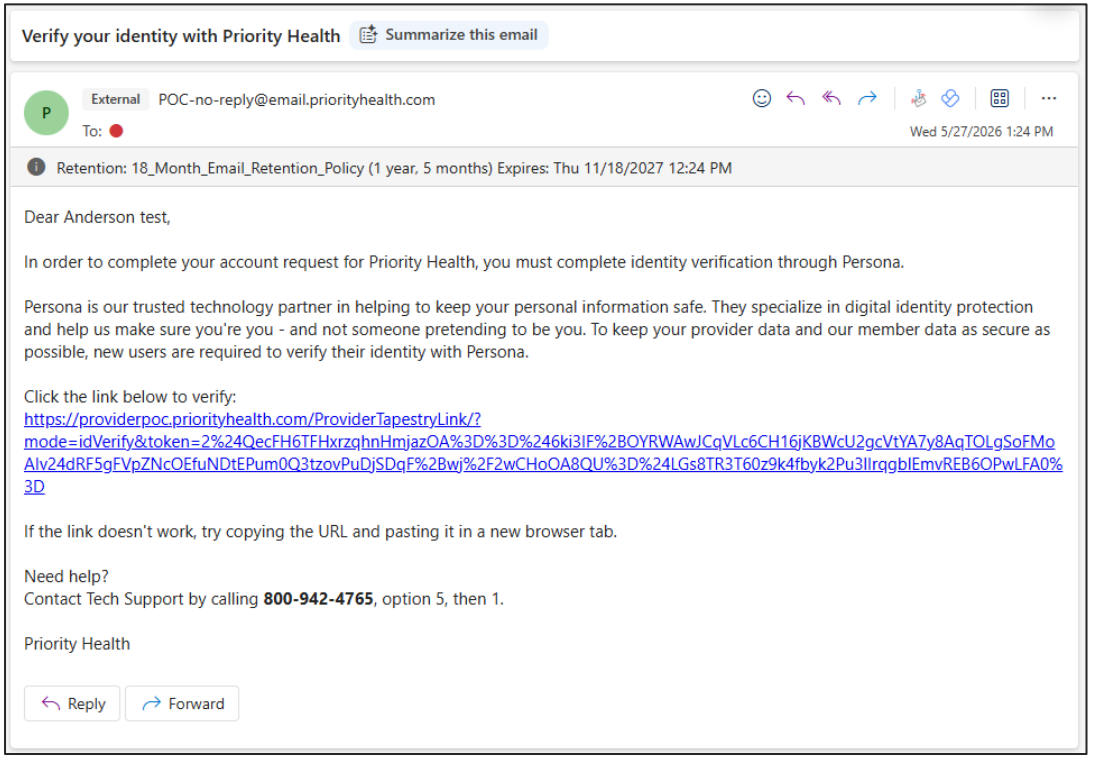
- Confirmation page: “Request submitted! One more thing before you go…”
- Go to ***priorityhealth.com/provider/portal/getting-started*** for next steps
- Identity verification instructions sent by email **(Complete this immediately!)**

Priority Health

02

Completing identity verification

Identity verification email



Verify your identity with Priority Health Summarize this email

External POC-no-reply@email.priorityhealth.com

To:

Wed 5/27/2026 1:24 PM

Retention: 18_Month_Email_Retention_Policy (1 year, 5 months) Expires: Thu 11/18/2027 12:24 PM

Dear Anderson test,

In order to complete your account request for Priority Health, you must complete identity verification through Persona.

Persona is our trusted technology partner in helping to keep your personal information safe. They specialize in digital identity protection and help us make sure you're you - and not someone pretending to be you. To keep your provider data and our member data as secure as possible, new users are required to verify their identity with Persona.

Click the link below to verify:
https://providerpoc.priorityhealth.com/ProviderTapestryLink/?mode=idVerify&token=2%24QecFH6TFHxrzqhnHmjazOA%3D%3D%246ki3IF%2BOYRWAwJCqVLc6CH16jKBWcU2gcVtYA7y8AqTOLgSoFMoAlv24dRF5gFVpZNcOEfuNDtEPum0Q3tzovPuDjSDqF%2Bwj%2F2wCHoOA8QU%3D%24LGs8TR3T60z9k4fbyk2Pu3IlrqgbIEmvREB6OPwLFA0%3D

If the link doesn't work, try copying the URL and pasting it in a new browser tab.

Need help?
Contact Tech Support by calling **800-942-4765**, option 5, then 1.

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Reply Forward

Check your inbox:

- Sent from: **no-reply@email.priorityhealth.com** after you submit the site creation request
- Subject: “Verify your identity with Priority Health”
- Contains a unique one-time use link tied to your email (do not share)
- Explains: must complete identity verification to finalize account request
- Tech support number included if link doesn't work

Launch identity verification via Persona

Verify your identity

Prior to identity verification, please confirm your name and email below are correct.

Name: Kermit T. Frog
Email:

If anything is incorrect, do not continue and close this page.

Yes, my information is correct

Prior to identity verification, please confirm your name and email below are correct.

Name: Kermit T. Frog
Email:

If anything is incorrect, do not continue and close this page.

Next, complete identity verification.

Verify with Persona Identity Verification

After confirming your name and email, click the button to get started.

Priority Health

Identity verification

We need some information to help us confirm your identity.



By clicking the button below, you consent to Persona, our vendor, collecting, using, and utilizing its service providers to process your biometric information to verify your identity, identify fraud, and improve Persona's platform in accordance with its Privacy Policy. Your biometric information will be stored for no more than 1 year.

Begin verifying

I saved my ID with Persona

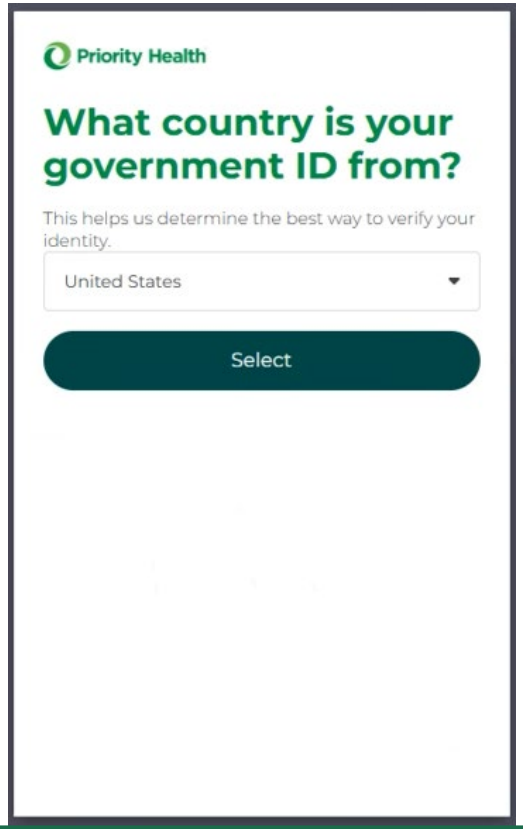
English

SECURED WITH persona

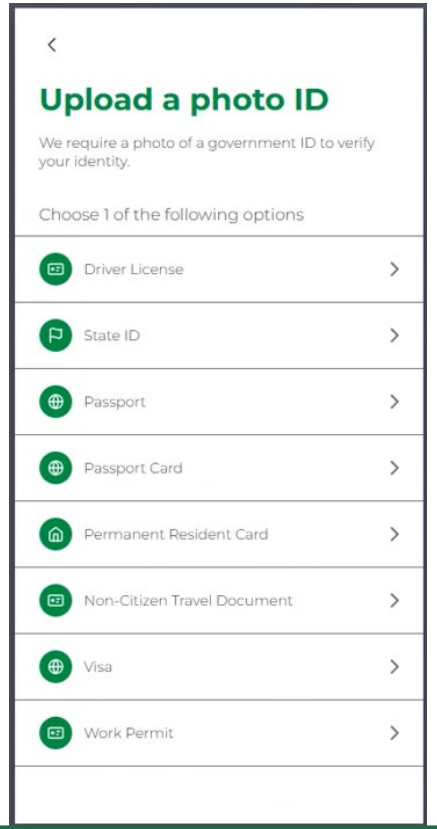
Click **Begin verifying** to begin the ID verification process.

Persona is our trusted identity verification partner. Users with a saved Persona ID can skip re-verification by clicking **I saved my ID with Persona**.

Select government ID country & document type



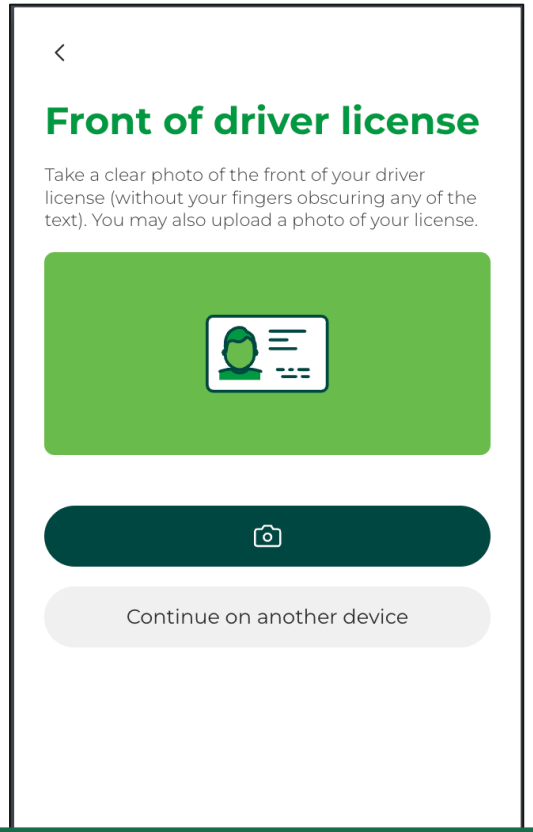
Select ID country (e.g., United States)



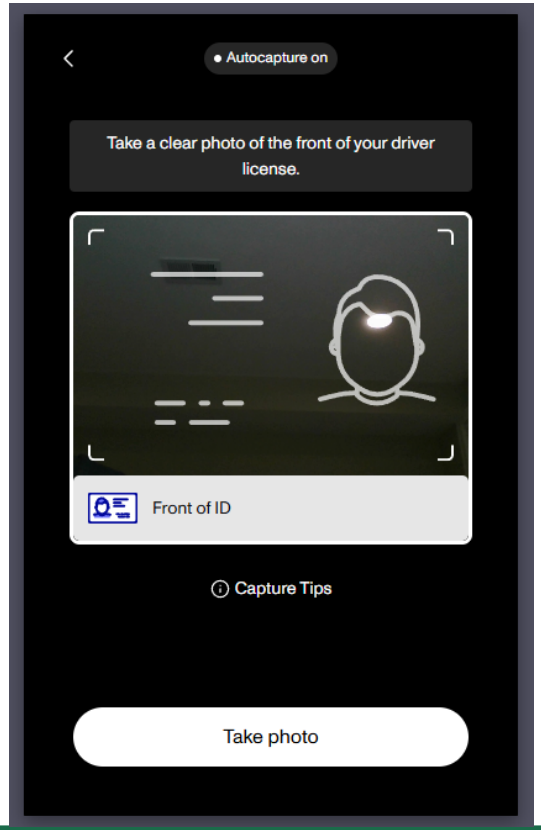
Choose document type (e.g., driver license)

Accepted document types: Driver License, State ID, Passport, Passport Card, Permanent Resident Card, Non-Citizen Travel Document, Visa, Work Permit.

Photograph front of government ID



Take a picture of your photo ID or choose to use another device



Position front of ID in frame & let it autocapture, or manually click **Take photo**

Tip: Ensure good lighting, hold the document flat and make sure all text is clearly visible (i.e., don't cover the text with your fingers).

Review ID Photo: Use or Retake

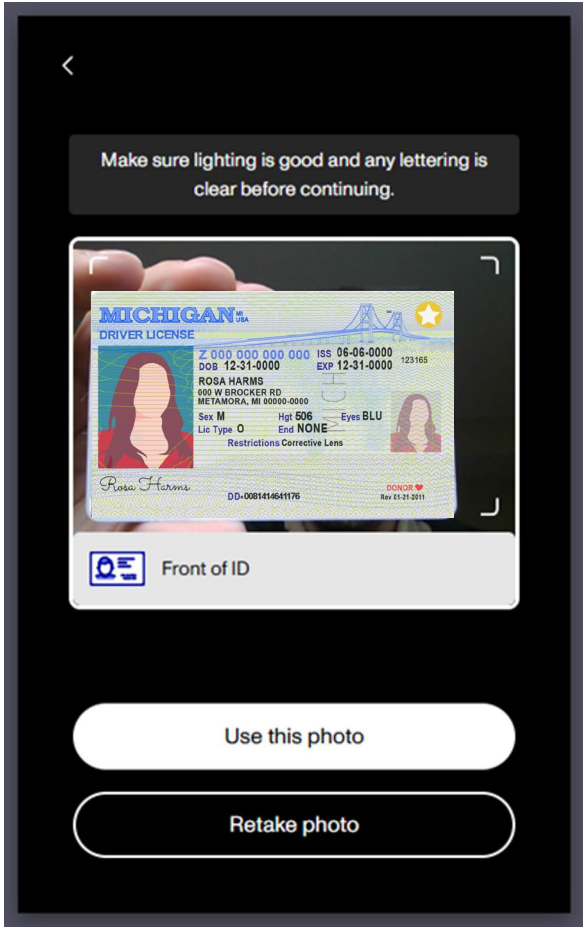
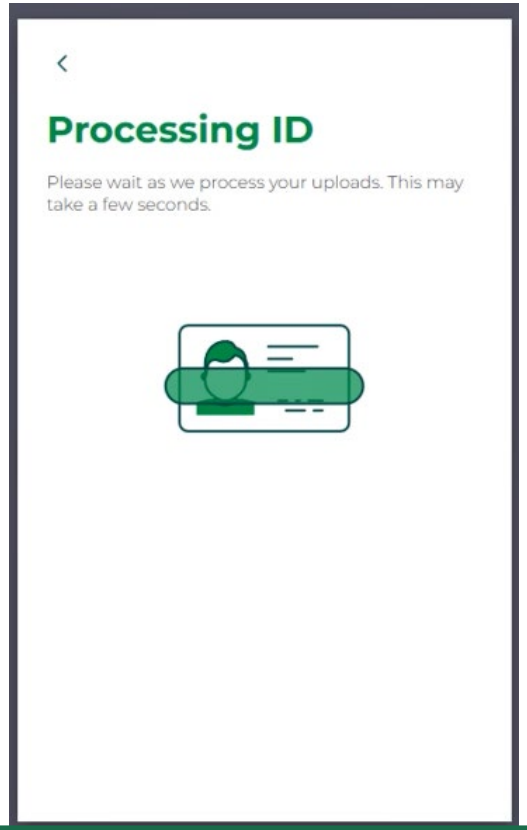


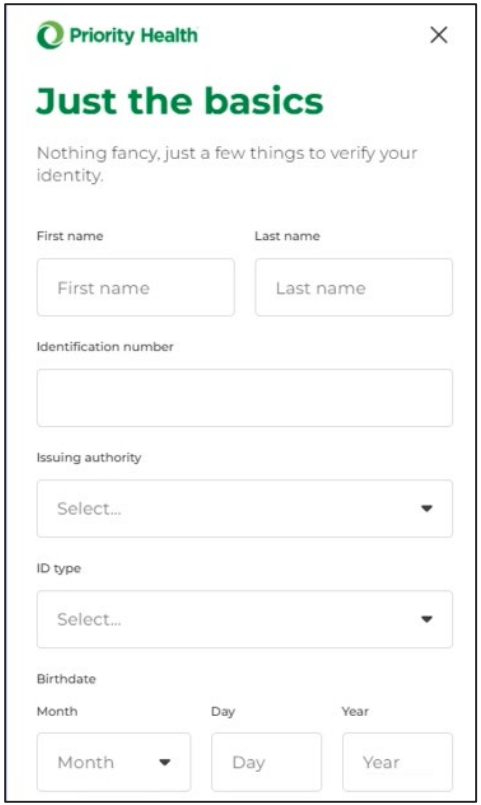
Photo review:

- System prompts: “Make sure lighting is good and any lettering is clear before continuing.”
- **Use this photo** — proceed to selfie
- **Retake photo** — if image is blurry, cropped or poorly lit

ID processing and entering personal details



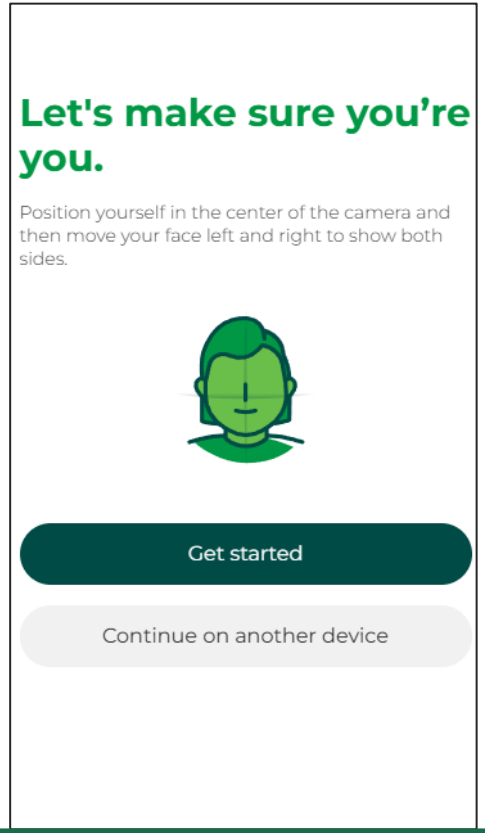
Processing ID — Persona analyzes the upload



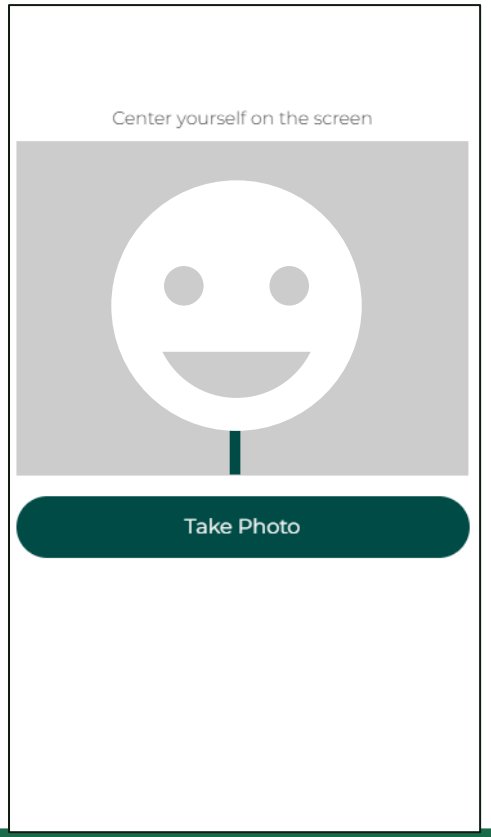
Just the basics — Enter missing information and check auto-populated text

The **Just the basics** form auto-populates the information from your ID. Be sure to scroll down to verify all the information.

Face scan capture and identity verification



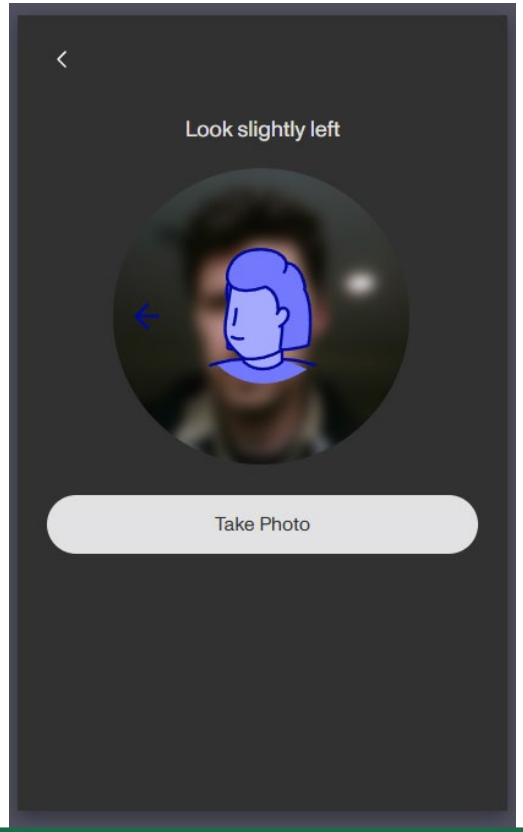
Get started taking your photo on this device or choose to use another device



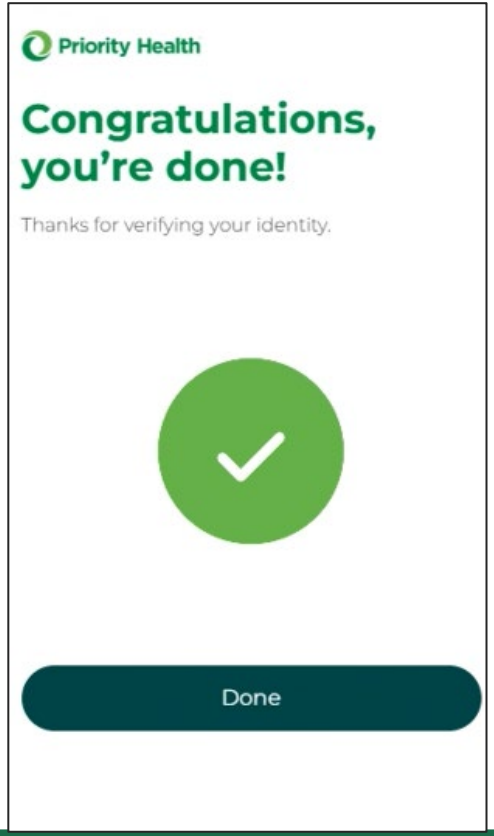
Take a selfie — Let it autocapture or manually click **Take photo**

Persona performs liveness detection and compares the selfie against the ID photo. The verification process typically takes a few seconds.

Finish face scan capture and complete verification



Turn your head slightly left and right when prompted



Click **Done** to close Persona and return to portal

If verification fails, Persona will explain why so you can try again. If it continues to fail, call the tech support number shown.

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Need help?

- **For help with the identity verification process:** Visit help.withpersona.com/for-end-users

- **For further assistance if you fail identity verification:** Call the Priority Health tech support team at **800.942.4765, option 5, then option 1** (Mon.-Thurs. 8-6; Fri. 9-5).

You must pass identity verification to get a Provider Portal account.

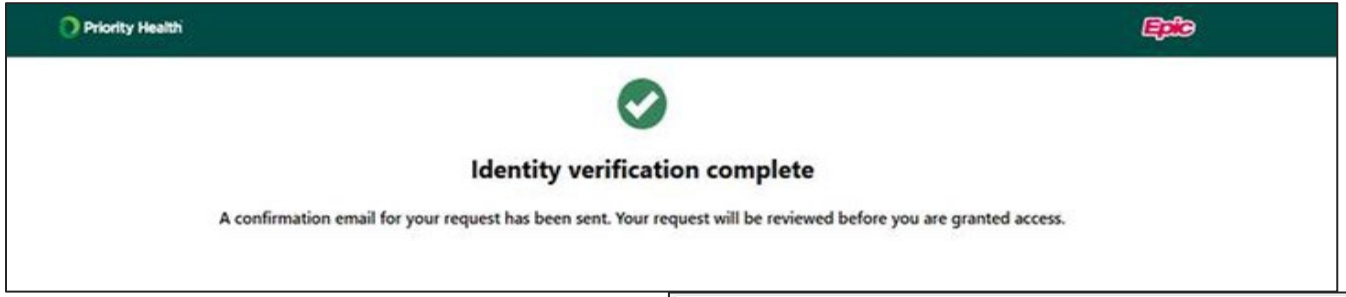


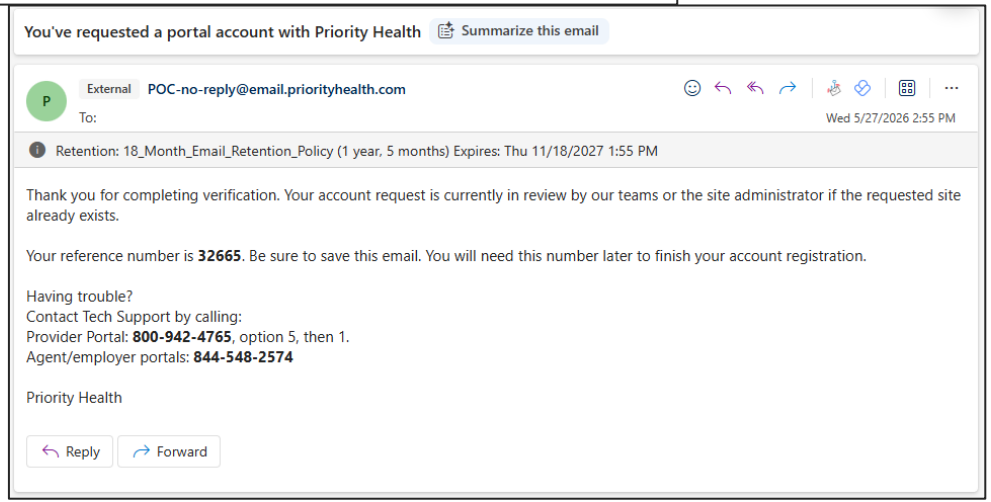
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03

Receiving your login credentials

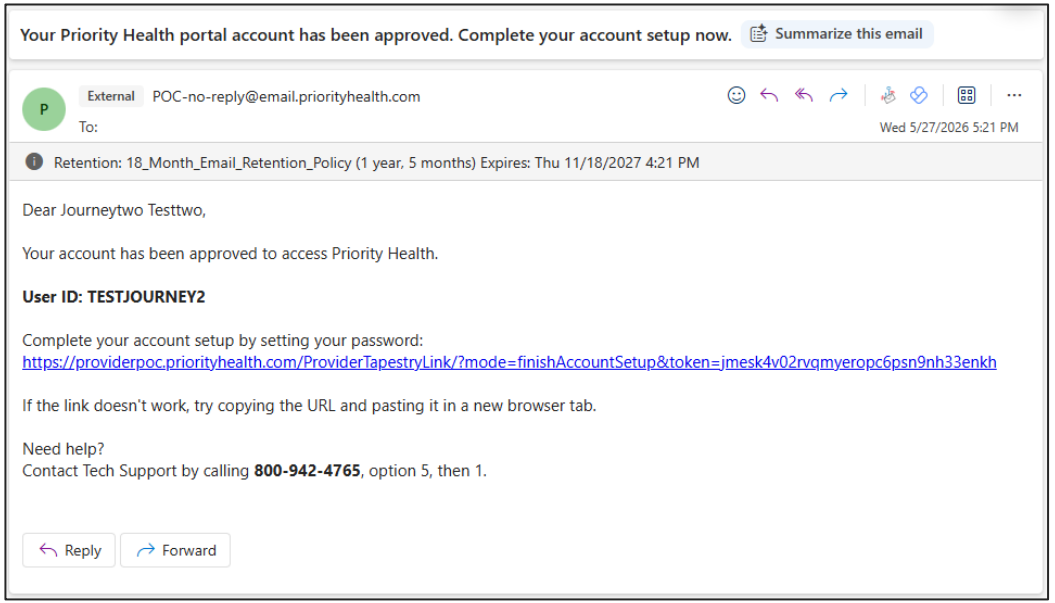
Completing verification and receiving the confirmation email





IMPORTANT: Save the reference number in your confirmation email. You **will** need it later to log in.

Identity verification complete



Your Priority Health portal account has been approved. Complete your account setup now. Summarize this email

P External POC-no-reply@email.priorityhealth.com

To:

Wed 5/27/2026 5:21 PM

Retention: 18_Month_Email_Retention_Policy (1 year, 5 months) Expires: Thu 11/18/2027 4:21 PM

Dear Journeytwo Testtwo,

Your account has been approved to access Priority Health.

User ID: TESTJOURNEY2

Complete your account setup by setting your password:
https://providerpoc.priorityhealth.com/ProviderTapestryLink/?mode=finishAccountSetup&token=jmesk4v02rvqmyeropc6psn9nh33enkh

If the link doesn't work, try copying the URL and pasting it in a new browser tab.

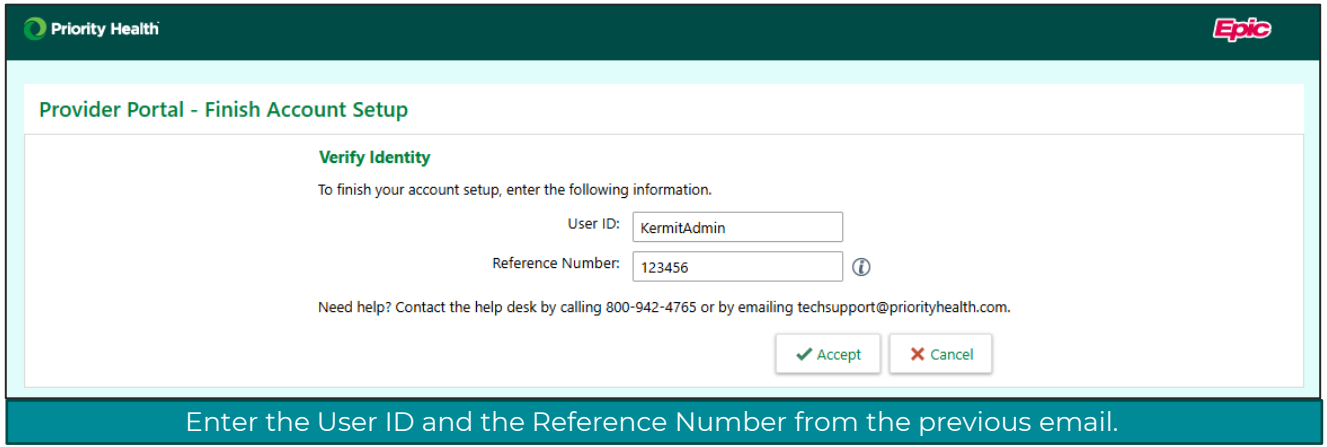
Need help?
Contact Tech Support by calling **800-942-4765**, option 5, then 1.

Reply Forward

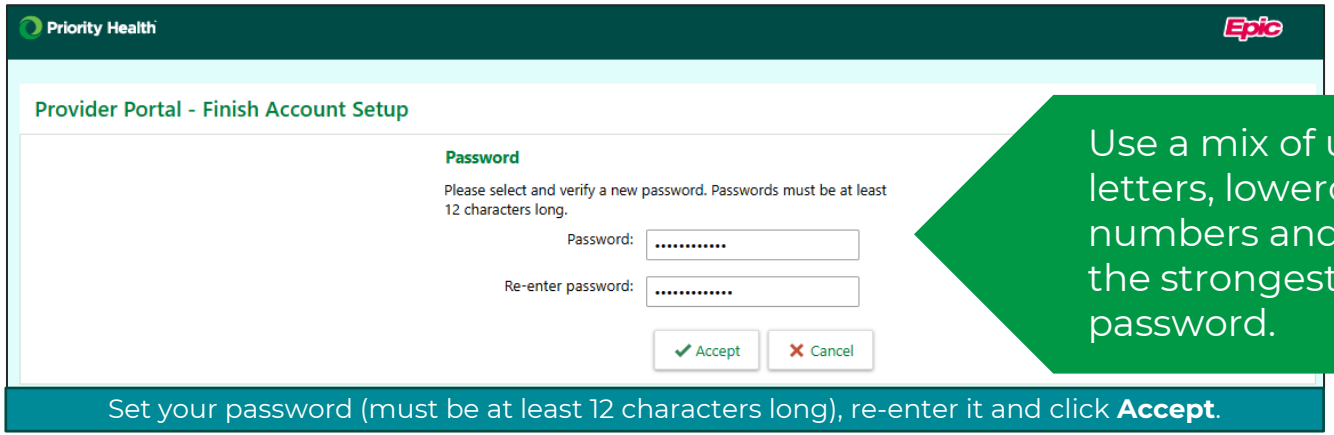
Request approved:

- The account request is now queued for Priority Health administrator review
- Once the request is approved, the User ID is emailed. (Save this email and/or make note of the User ID.)
- This email also contains a link to complete account setup by setting a password.
- **Note:** Account approval could take up to several weeks. **Register early to avoid delays in access.**

Final setup



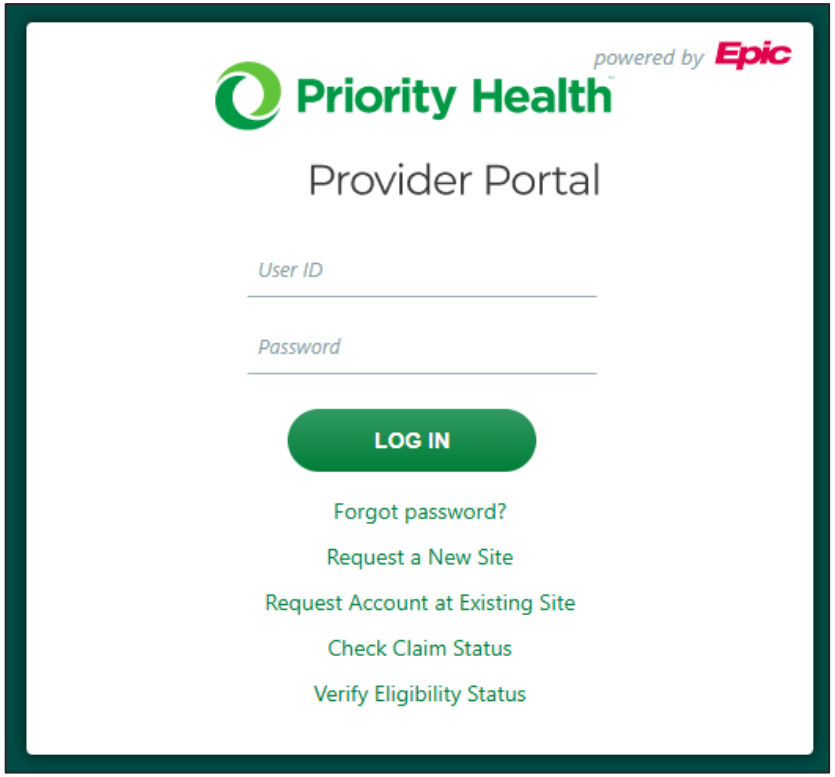
Enter the User ID and the Reference Number from the previous email.



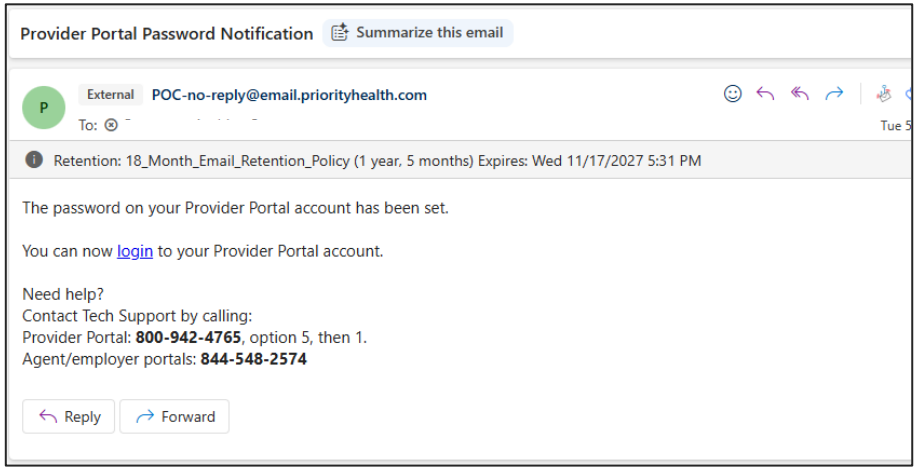
Use a mix of uppercase letters, lowercase letters, numbers and symbols for the strongest possible password.

Set your password (must be at least 12 characters long), re-enter it and click **Accept**.

First login



You can log in as soon as you receive your login credentials, but the portal's full functionality won't be unlocked until Sept. 1.



Log in with your new credentials.

You'll receive a final email confirming that your password has been set.

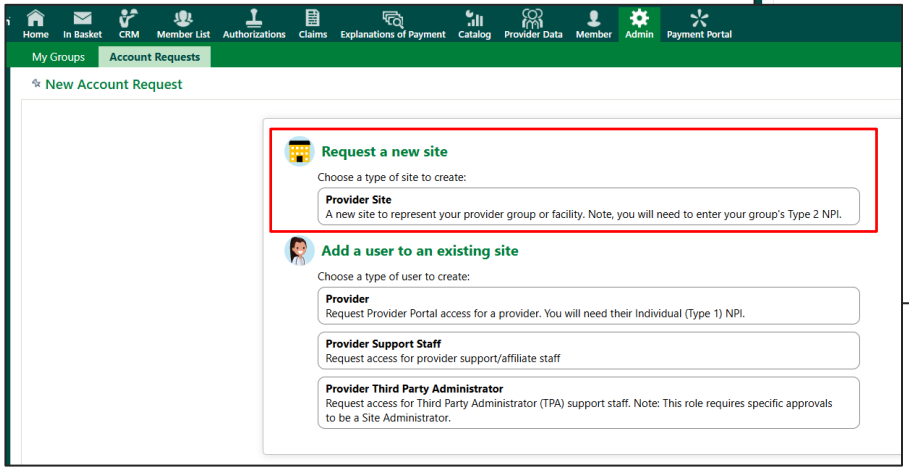
Make note of your password. If you ever forget what it is, though, click **Forgot password?** at the login screen.

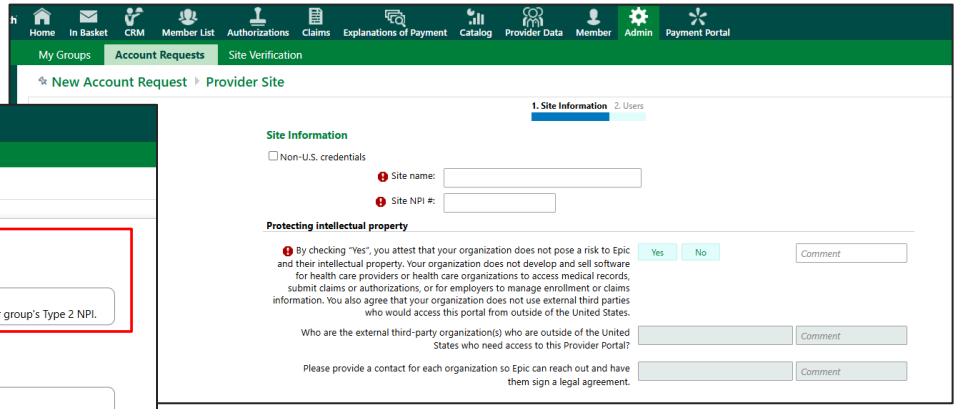
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Need additional sites?

Request them in your portal

Admin > Account Requests > Request New Account > Provider Site





Once your sites are approved, you'll be able to access each under the same login.

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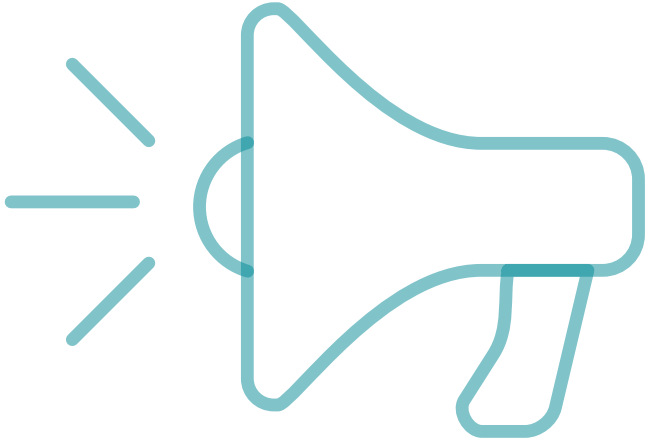
We’re here to help.

If you run into any issues with creating a site, completing identity verification or getting a Provider Portal account, call the Priority Health tech support team at **800.942.4765, option 5, then option 1** (Mon.-Thurs. 8-6; Fri. 9-5).



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Let your colleagues know once your site is created.



Everyone at your practice, hospital or provider group (any user who shares your Type 2 NPI), and any third-party billers/coders you work with, **shouldn't create an account until your site is created**. Be sure to let anyone who will need a Priority Health Provider Portal account affiliated to your site know once your site is created so they can register for an account beginning on August 3.

Action item: Tell them about the account registration training for all users at noon on the following dates:

- Monday, July 27
- Wednesday, July 29
- Monday, August 3
- Wednesday, August 5

Registration is open for the first training date on July 27. Registration for the remaining dates will open in late July.

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A few more announcements...

Priority Health

More training to come.

We'll include information on how to fulfill your Site Administrator functions in the portal in our July training webinars and videos.

Bookmark our portal onboarding page at **priorityhealth.com/provider/portal/getting-started** for links to this and other resources as soon as they're available, plus a brief overview of the account creation steps covered in this training.

Upcoming **Provider Portal** training with Priority Health...

Clinicians

- Monday, Aug. 17 at noon
- Monday, Aug. 24 at noon
- Monday, Aug. 31 at noon

Authorization coordinators

- Tuesday, Aug. 18 at noon
- Tuesday, Aug. 25 at noon
- Tuesday, Sept. 1 at noon

Front desk staff

- Wednesday, Aug. 19 at noon
- Wednesday, Aug. 26 at noon
- Wednesday, Sept. 2 at noon

Billers

- Thursday, Aug. 20 at noon
- Thursday, Aug. 27 at noon
- Thursday, Sept. 3 at noon

General users & Site Admins

- Friday, Aug. 21 at noon
- Friday, Aug. 28 at noon
- Friday, Sept. 4 at noon

Registration for the first session for each role type is now open.
Registration for additional sessions will open in mid-August.

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Questions?

Thank you for your questions.

If your question isn't resolved today, we'll be sure to connect with you via email soon.

How’d we do?

Tell us your thoughts.

Take our survey.


Priority Health™