



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

We'll get started at noon

June 2026

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

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

June 2026

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.

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.

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 priorityhealth.com/provider/portal for the latest updates, information and resources about this change.

TODAY'S AGENDA

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

01

Requesting a new site

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.

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

powered by **Epic**

Priority Health

Provider Portal

User ID

Password

LOG IN

Forgot password?

Request a New Site

Request Account at Existing Site

Check Claim Status

Verify Eligibility Status

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

The screenshot shows the Epic CommunityLink interface. At the top left is the Epic CommunityLink logo. At the top right, it says "Connecting to" with a small circular icon. Below the header is a red banner that reads "You are viewing a testing environment ©". The main content area is light blue and features a section titled "Self-service connection with payers" with the subtitle "Find and connect with Epic health plans and payers you work with". This section contains four circular icons with text: 1. A blue circle with a document and checkmark icon: "Submit, update, and receive notifications for authorizations". 2. A yellow circle with a document and checkmark icon: "Submit, track, and get status updates for claims". 3. A green circle with a question mark and checkmark icon: "Communicate with staff regarding questions, appeals, and disputes". 4. A red circle with a computer monitor and heart rate line icon: "Use a secure, web-based platform with no software install required". Below this is a white box for "Priority Health Provider Portal" with the address "Headquarters Grand Rapids, Michigan" and "Locations Michigan". Underneath is a section titled "Are you the site administrator?" with an information icon. The text explains that the request must be submitted by a site administrator. At the bottom of this section is a checked checkbox labeled "I am the site administrator" and a blue button labeled "Start New Account Request".

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

The screenshot shows the 'Request a New Site' page in the Epic CommunityLink testing environment. At the top, it says 'Epic CommunityLink' and 'Connecting to'. Below that, a progress bar indicates four steps: 1. New Site (Provider Site), 2. Site Details, 3. New User, and 4. User Details. Step 1 is currently active. The main heading is 'Request a New Site *' with a sub-heading 'A site represents your workplace and must exist before you can add user accounts.' There is a section for 'Provider Site' with a description: 'A new site to represent your provider group or facility. Note, you will need to enter your group's Type 2 NPI.' A blue 'Next' button is located at the bottom right. The footer contains copyright information for 2026 Epic Systems Corporation and links to Privacy Policy and Contact Epic.

Step 3: Select 'Provider Site'

The screenshot shows the 'Site Details' page in the Epic CommunityLink testing environment. The progress bar now shows step 2, 'Site Details', as the active step. The page is divided into two sections: 'General Information' and 'Protecting intellectual property'. Under 'General Information', there are two text input fields: 'Site Name *' with the value 'Medical Site' and 'Site NPI *' with the value '0123456789'. Under 'Protecting intellectual property', there is a paragraph of text and two radio buttons labeled 'Yes' and 'No', with 'Yes' selected. A blue 'Back' button is at the bottom left, and a grey 'Next' button is at the bottom right. The footer contains copyright information for 2026 Epic Systems Corporation and links to Privacy Policy and Contact Epic.

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

Epic CommunityLink Connecting to

You are viewing a testing environment ⓘ

1 New Site
Provider Site

2 Site Details

3 **New User**
Provider Support Staff

4 User Details

Request a New User *

Choose the role that fits you best.

- Provider**
Request Provider Portal access for a provider. You will need their Individual (Type 1) NPI.
- Provider Support Staff**
Request access for provider support/affiliate staff
- Provider Third Party Administrator**
Request access for Third Party Administrator (TPA) support staff. Note: This role requires specific approvals to be a Site Administrator.

[Back](#) [Next](#)

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Choose a role:


- **Provider** — for licensed providers requiring portal access
- **Provider Support Staff** — for office managers, billing staff, coordinators
- **Provider Third Party Administrator (TPA)** — for external billing services or service bureaus

TIP: Role selected determines fields shown on User Details screen

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

Enter user details

EpicCommunityLink Connecting to 

You are viewing a testing environment 

New Site
Provider Site

Site Details

New User
Provider Support Staff

4 User Details

General Information

First Name *

Middle Name

Last Name *

Work Email *

Phone *

Additional Information

Preferred Login ID *

Staff Roles *
You can enter multiple staff roles.

Staff Specialties *
You can enter multiple staff specialties.

Terms and Conditions *
Provider, Employer, or Agent Portals Terms and Conditions of Use


The following Terms and Conditions of Use ("Terms") govern you, your organization, and any applicable User as defined below ("You" and "Your") access to and use of the Priority Health, Priority Health Insurance Company, and/or Priority Health Managed Benefits, Inc. ("Priority Health") Provider, Employer, or Agent Portals ("Portal"). Priority Health may change the Terms at any time. By accessing and utilizing the Portal, You


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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

EpicCommunityLink Connecting to 

You are viewing a testing environment 

New Site
Provider Site

Site Details

New User
Provider Support Staff

4 User Details

012-345-6789

Additional Information

Preferred Login ID *

KermitTheAdministrator

Staff Roles *

You can enter multiple staff roles.

Billing & Coding X Admissions & Discharges X

Staff Specialties *

You can enter multiple staff specialties.



Family Medicine X

Terms and Conditions *

Provider, Employer, or Agent Portals Terms and Conditions of Use

The following Terms and Conditions of Use ("Terms") govern you, your organization, and any applicable User as defined below ("You" and "Your") access to and use of the Priority Health, Priority Health Insurance Company, and/or Priority Health Managed Benefits, Inc. ("Priority Health") Provider, Employer, or Agent Portals ("Portal"). Priority Health may change the Terms at any time. By accessing and utilizing the Portal, You acknowledge and agree that: 1) You have read, are solely responsible for, and shall abide by, the Terms, including any revisions thereto, and 2) You will not use the website or the Portal in any way that violates the Terms and/or is against any applicable law. Please revisit this Terms page often for Your review of updates. **If You disagree with the Terms, you are instructed not to use this Portal.**

I agree to the Terms and Conditions above.

 Success! 

[Back](#) [Submit !\[\]\(783b51bb6eb32328c070238e685f2d7c_img.jpg\)](#)

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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

Epic CommunityLink

You are viewing a testing environment ⓘ

Request submitted! One more thing before you go...

Review the information below as there might be additional steps for you to take before your request can be processed.



Priority Health Provider Portal

Thank You for Submitting Your Account Request

We have teams dedicated to providers, agents and employers who will review your request, and may contact you with any questions or additional information needed.

Visit <https://priorityhealth.com/provider/portal/getting-started> for what you can expect next.

Sincerely,
Priority Health

After submission:

Confirmation page: “Request submitted! One more thing before you go...”

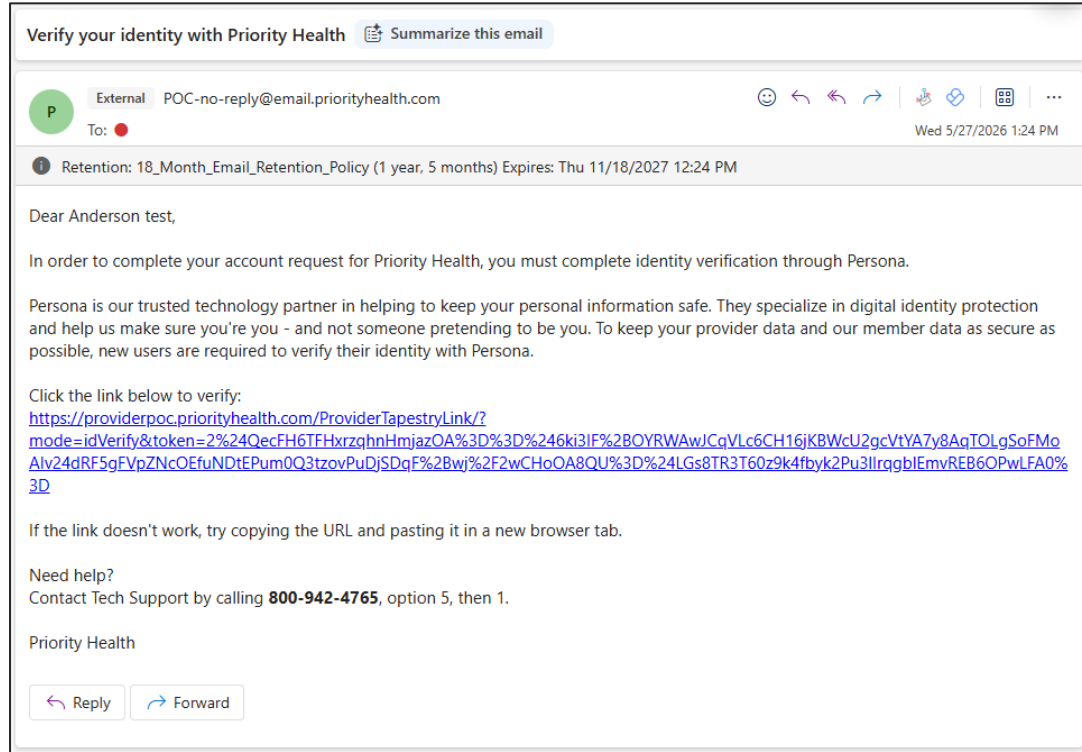
Go to priorityhealth.com/provider/portal/getting-started for next steps

Identity verification instructions sent by email (**Complete this immediately!**)

02

Completing identity verification

Identity verification email



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.

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**.

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.

Select government ID country & document type

Priority Health

What country is your government ID from?

This helps us determine the best way to verify your identity.

United States

Select

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

<

Upload a photo ID

We require a photo of a government ID to verify your identity.

Choose 1 of the following options

- Driver License
- State ID
- Passport
- Passport Card
- Permanent Resident Card
- Non-Citizen Travel Document
- Visa
- Work Permit

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

Front of driver license

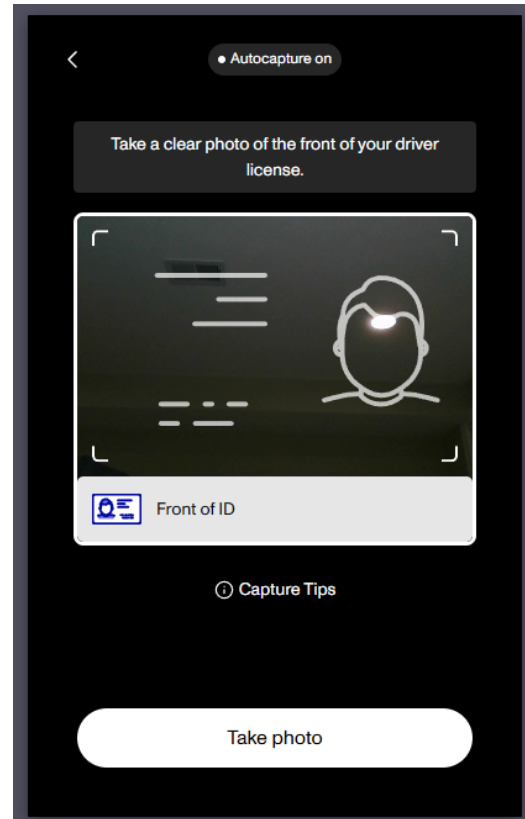
Take a clear photo of the front of your driver license (without your fingers obscuring any of the text). You may also upload a photo of your license.



Upload a photo

Continue on another device

Choose your method of capturing your ID image



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

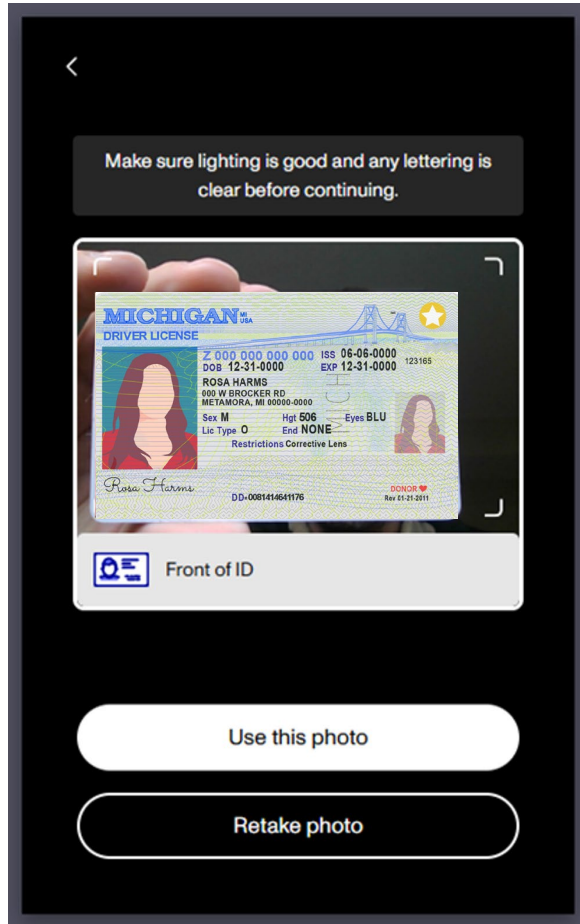


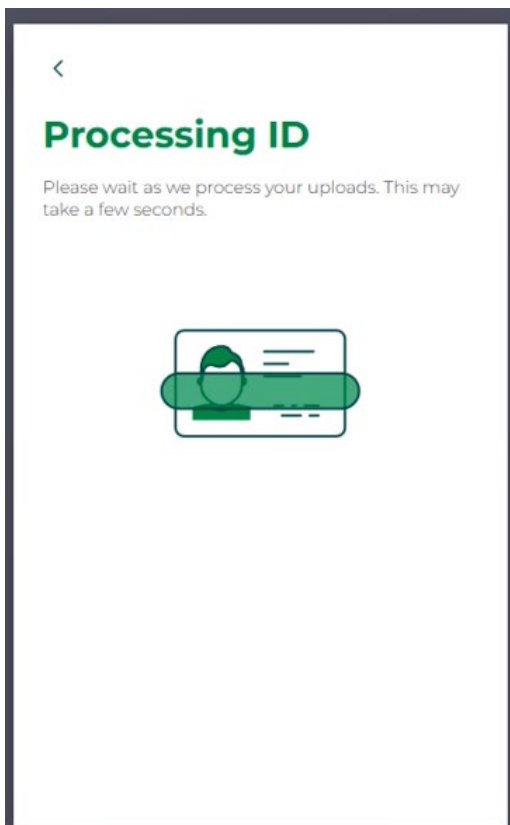
Photo review:

System prompts: “Make sure lighting is good and any lettering is clear before continuing.”

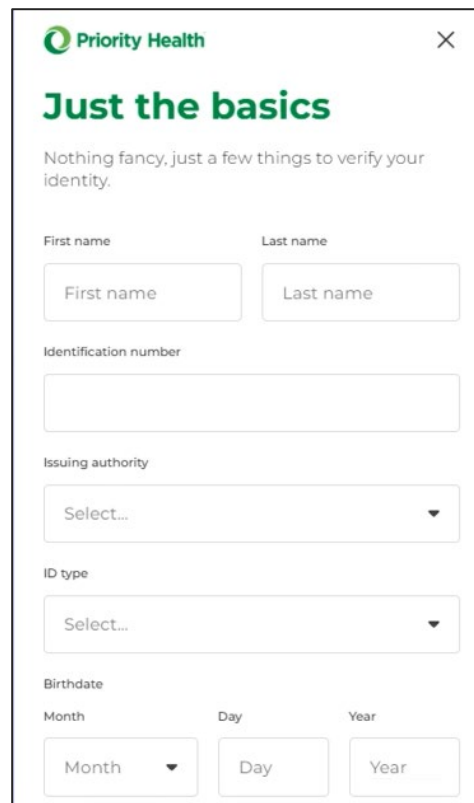
Use this photo — proceed to selfie

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

Let's make sure you're you.

Position yourself in the center of the camera and then move your face left and right to show both sides.



Get started

Continue on another device

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

Center yourself on the screen

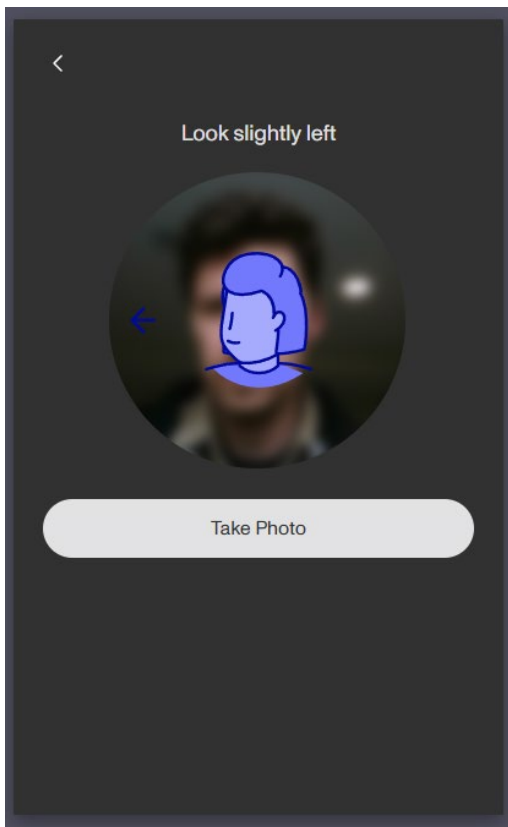


Take Photo

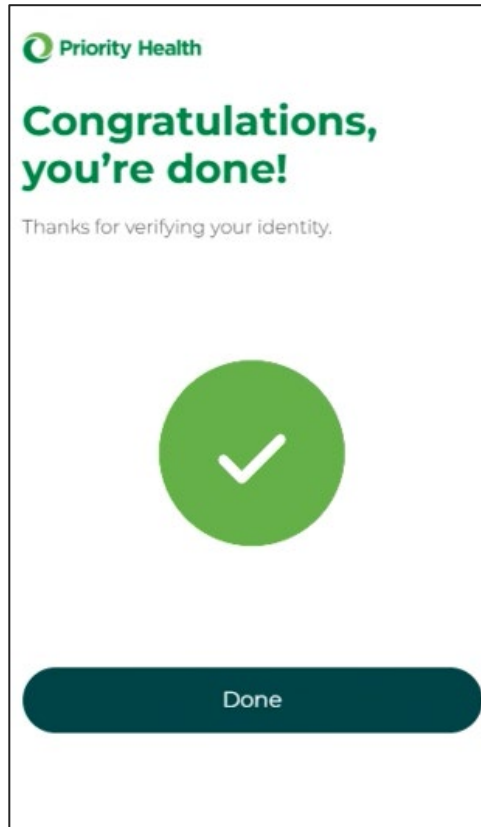
Take a selfie — Let it autocapture or manually click **Take photo**

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.

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).

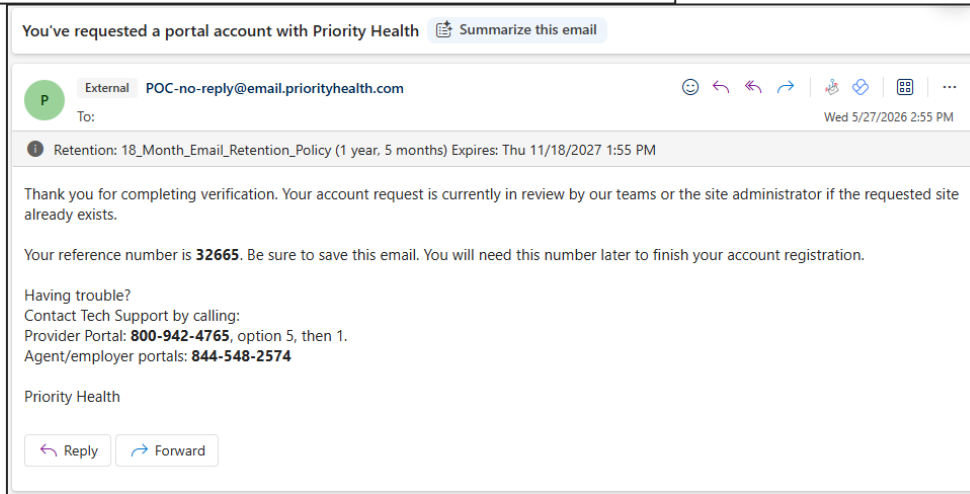
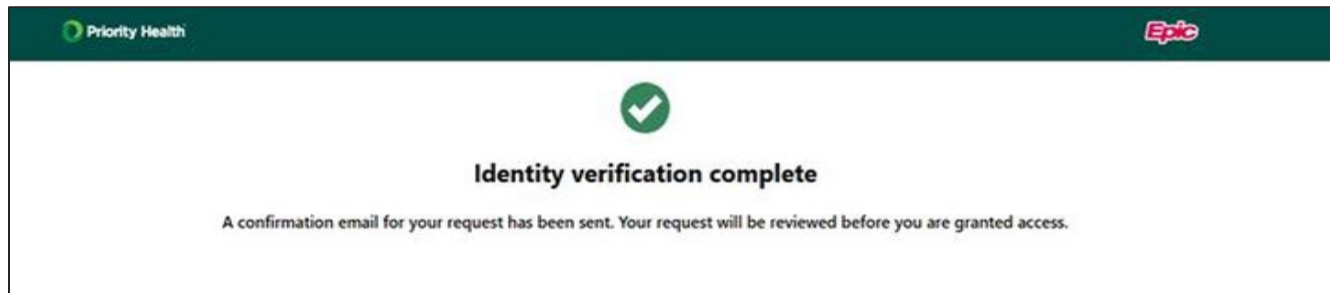
You must pass identity verification to get a Provider Portal account.



03

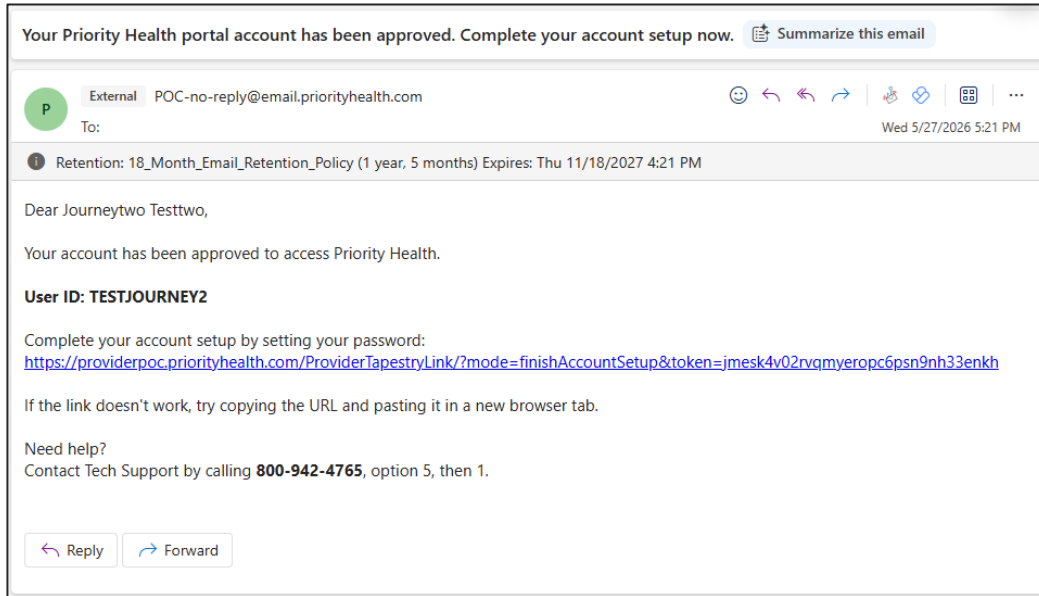
Receiving your login credentials

Completing verification and receiving the confirmation email



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

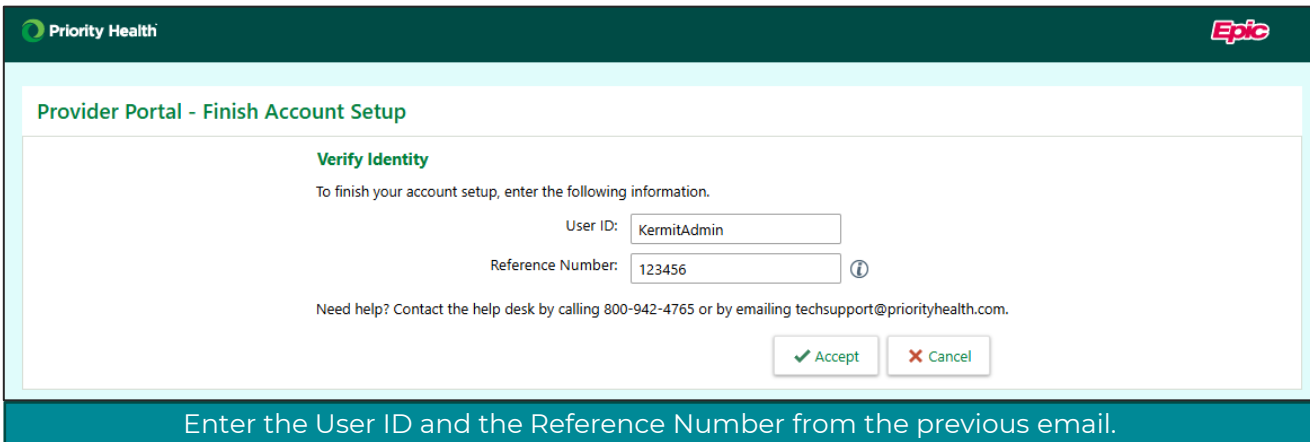
Identity verification complete



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



Priority Health Epic

Provider Portal - Finish Account Setup

Verify Identity

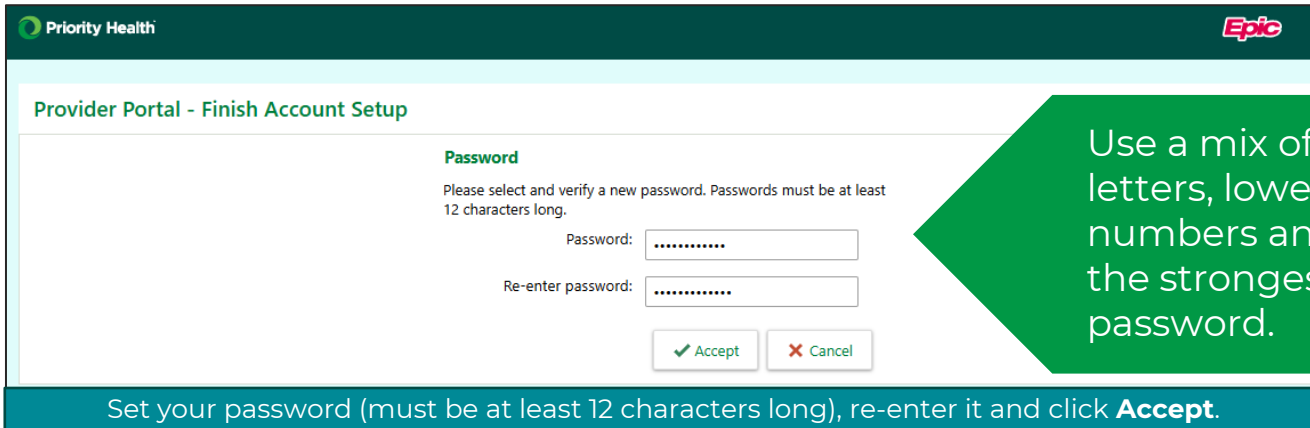
To finish your account setup, enter the following information.

User ID:

Reference Number: ⓘ

Need help? Contact the help desk by calling 800-942-4765 or by emailing techsupport@priorityhealth.com.

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



Priority Health Epic

Provider Portal - Finish Account Setup

Password

Please select and verify a new password. Passwords must be at least 12 characters long.

Password:

Re-enter password:

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

powered by **Epic**

Priority Health

Provider Portal

User ID

Password

LOG IN

[Forgot password?](#)

[Request a New Site](#)

[Request Account at Existing Site](#)

[Check Claim Status](#)

[Verify Eligibility Status](#)

Log in with your new credentials.

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.

Provider Portal Password Notification [Summarize this email](#)

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

To: [redacted]

Tue 5

Retention: 18_Month_Email_Retention_Policy (1 year, 5 months) Expires: Wed 11/17/2027 5:31 PM

The password on your Provider Portal account has been set.

You can now [login](#) to your Provider Portal account.

Need help?
Contact Tech Support by calling:
Provider Portal: **800-942-4765**, option 5, then 1.
Agent/employer portals: **844-548-2574**

[Reply](#) [Forward](#)

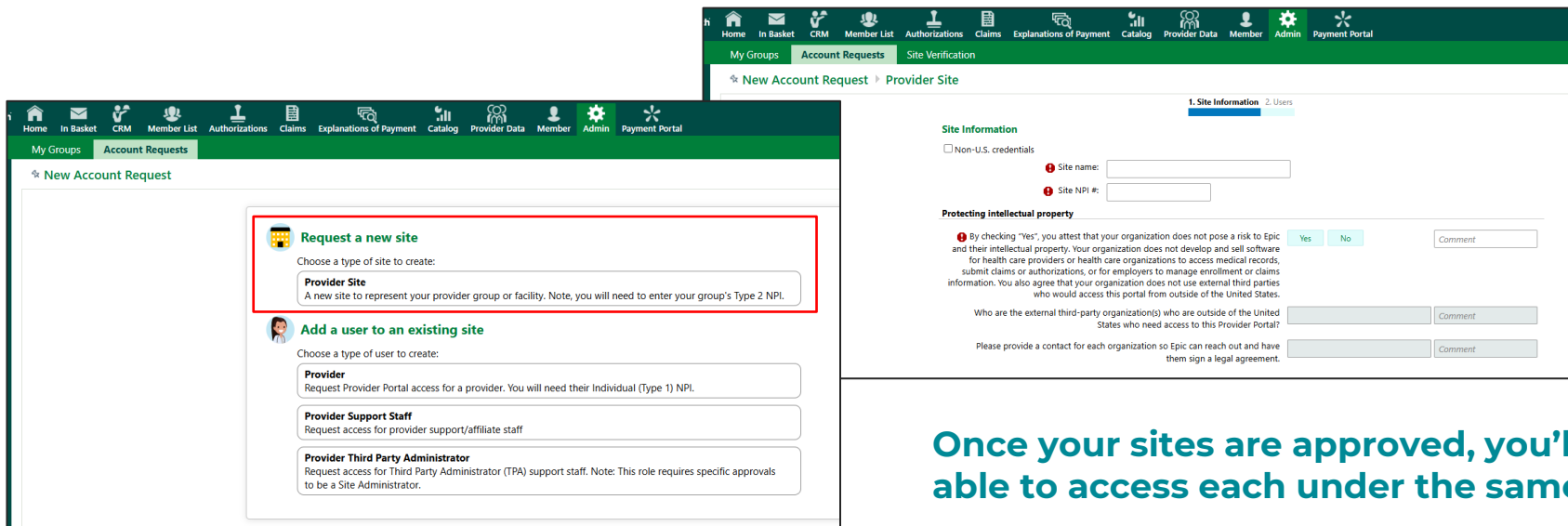
You'll receive a final email confirming that your password has been set.

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

Need additional sites?

Request them in your portal

Admin > Account Requests > Request New Account > Provider Site



The image displays two screenshots from the Priority Health portal. The left screenshot shows the 'Request a new site' form, which is highlighted with a red border. It includes a dropdown menu for 'Choose a type of site to create:' with 'Provider Site' selected. Below this, there are three options for 'Choose a type of user to create:': 'Provider', 'Provider Support Staff', and 'Provider Third Party Administrator'. The right screenshot shows the 'New Account Request' details page for a 'Provider Site'. It includes a 'Site Information' section with a checkbox for 'Non-U.S. credentials', and two input fields for 'Site name' and 'Site NPI #'. Below this is a 'Protecting intellectual property' section with a 'Yes/No' radio button and a 'Comment' field. At the bottom, there are two input fields for 'Who are the external third-party organization(s) who are outside of the United States who need access to this Provider Portal?' and 'Please provide a contact for each organization so Epic can reach out and have them sign a legal agreement.', each with a 'Comment' field.

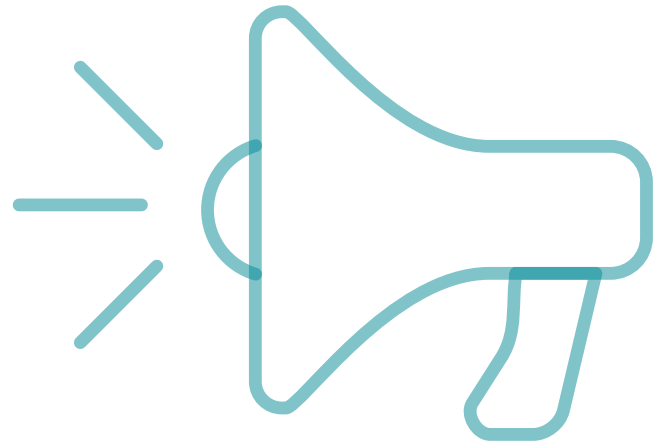
Once your sites are approved, you'll be able to access each under the same login.

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).



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.

A few more **announcements...**

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.

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 HealthTM