

PriorityActions

IMPORTANT UPDATES FOR OUR PROVIDER NETWORK

Aug. 20, 2026 | Issue #4.17

LAST CHANCE: Five actions to take before the new Provider Portal launches on Sept. 1

[Priority Health news](#)

The [new Provider Portal](#) for Priority Health is replacing prism on Sept. 1, and registration is now open for all users. We have five actions for you to take today if you haven't already:

1. [Request a new Provider Portal account](#).
2. Pause any further non-urgent requests on prism.
3. Sign up for [Provider Portal training](#).
4. Browse and bookmark our portal resources.
5. Be prepared for any gaps in access if you're not on the new portal by Sept. 1. | [Read more](#)

Need access to past remittance advices? Take action today on the new Provider Portal

[Billing and payment news](#)

When the [new Provider Portal](#) goes live on Sept. 1, remittance advices (RAs) for dates of service beginning Sept. 1, 2026, will be

automatically available on your portal account. However, if you need to see RAs from dates of service prior to Sept. 1, you'll need to add the **Remittance Review** staff role on our new Provider Portal. If you don't do this by the time our new Provider Portal goes live, you won't have immediate access to past RAs. | [Read more](#)

2025 Quality Award packets will be delivered soon

[Incentive programs news](#)

We're thrilled to recognize 329 practice groups that met or exceeded the requirements to earn a Quality Award for their performance in the 2025 PCP Incentive Program (PIP). Award packets, which include an award plaque, window cling and congratulatory letter, will be delivered beginning this week. Over the coming weeks, we'll promote the award winners through a statewide press release and social media posts. | [Read more](#)

Upcoming deadlines for 2026 PIP Transformation of Care measures

[Incentive programs news](#)

As a reminder, the Transformation of Care measures in our 2026 PCP Incentive Program (PIP) have specific ACN eligibility requirements with deadlines approaching. **Care management questionnaires are due by Sept. 1**; there are two remaining Data Quality Collaborative meetings this year, with ACNs required to attend two total; and PCMH designation attestation is due in PRA in October. | [Read more](#)

Retrospective authorizations limited effective Nov. 1

[Authorizations news](#)

Effective Nov. 1, 2026, prior authorization must be obtained before services are rendered for all services that require authorization. Retrospective authorization requests – requests submitted after services have already been provided – will only be considered in limited, exception-based situations. | [Read more](#)

August 2026 medical policy updates

[*Requirements and responsibilities news*](#)

Our Medical Affairs Committee (MAC), comprised of Priority Health network physicians, met in August and approved a series of medical policy updates. We've outlined the updates made in our Provider Manual. Be sure to review carefully. Some policy updates will be effective Nov. 1, 2026, due to new prior authorization requirements, coverage changes or updated criteria. All other updates will be effective Sept. 1, 2026. | [Read more](#)

August 2026 billing policy updates

[*Billing and payment news*](#)

We publish billing policies to promote transparency and help providers submit more accurate claims, reducing processing delays, rebilling and requests for additional information. New and updated policies are shared monthly. This month, we've published three new policies and updated eight existing policies. Review carefully for any new recommendations or requirements. | [Read more](#)

ACNs: Contact us through the new Provider Portal starting Sept. 1

When our [new Provider Portal](#) launches on Sept. 1, ACNs in our network will be able to contact their Priority Health Provider Network Management (PNM) representatives directly through the portal. We've created a guide for you to get started [here](#). Once the

portal goes live on Sept. 1, ACN administrators should contact us through the Provider Portal for all standard inquiries. However, for issues requiring urgent escalation, they should continue using email or phone as before. | [See the guide](#)

Reminder: You must complete our CMS-required HIDE-SNP and D-SNP Model of Care training by Dec. 31

[*Requirements and responsibilities news*](#)

The Centers for Medicare and Medicaid Services (CMS) requires all special needs plans (SNPs) to provide Model of Care (MOC) training to providers every year. This year, because we have added the Priority Medicare Dual Premier (HIDE-SNP) plan along with our existing Priority Medicare D-SNP plan, the training is now required for providers in our Medicaid network, in addition to our Medicare network. There is one combined training for both of our SNPs, so completing this training once in 2026 fulfills a provider's CMS requirement for both plans. You must complete this training by Dec. 31. | [Read more](#)

Get our summer Quarterly Newsletter and Quality Newsletter

[*Priority Health news*](#)

Our summer 2026 Quarterly Newsletter and Quality newsletter are [now available](#). | [Read more](#)

You're receiving this bi-weekly provider newsletter because you've opted into receiving communications from Priority Health. Questions? Please contact our Provider Helpline at [800.942.4765](tel:800.942.4765), or

if you're part of an Accountable Care Network (ACN), please contact your Provider Network Management specialist.

Access an archive of our PriorityActions for providers emails [here](#).



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