

PriorityGPS

FAQ for members

Included in your health plan, **PriorityGPS** is personal, guided support in understanding and making the most of your health benefits. You have a dedicated team of award-winning Care Navigators ready to assist you on your health journey.

Q Who are Care Navigators?

A Care Navigators are your single point of contact for providing answers to health plan benefits and coverage questions, proactively communicating about changes impacting your care and guiding you through the next steps concerning your health benefits.



Q How do I contact my Care Navigator?

A Call the phone number on the back of your member ID card to quickly connect with your Care Navigator.

PriorityGPS Concierge Team Extended Hours: *

Monday–Thursday: 7:30 AM–10:00 PM

Friday: 9:00 AM–8:00 PM

Saturday: 8:30 AM–12:00 PM (EST)

**Please note: These hours do not apply to Behavioral Health and care management services.*

PriorityGPS will answer your health benefit questions. Give us a call using the number on the back of your member ID card. You can also chat or email us through your Priority Health member account. We're here to help!

Q I need care outside of Michigan, how can Care Navigators help me?

A If you need support finding or coordinating care with a provider anywhere across the United States, call a Care Navigator at the number on the back of your member ID Card.

As a Priority Health member residing or attending school outside of Michigan, Priority Health partners with Cigna to ensure access to in-network providers near you. Cigna's Open Access Plus (OAP) network makes it easy to get quality, in-network care from a large national network of providers. You can see any provider participating in Cigna OAP and any provider in the Priority Health network when in Michigan.

Remember to show your member ID card when getting care. It indicates your primary network and reinforces your access.

Q What other support is available through PriorityGPS?

A Care Navigators help you

- Find in-network care wherever you are in the United States
- Understand coverage, costs and medical bills
- Discuss care plans for health conditions as needed
- Access and enroll in available health programs
- Answer medication related questions and be aware of the approved drug list
- Know next steps to take when there are status changes for your claims, authorizations for care, or medications
- Connect to the resource to support you, including our behavioral health team, Care Manager, or pharmacy Care Navigators*
- By offering extended hours of availability

**Check your plan documents to confirm that you have pharmacy benefits included in your Priority Health plan.*