PriorityActions
FOR PROVIDERS

Welcome to our biweekly PriorityActions for providers, where you'll receive important information to help you work with us and care for our members.

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Issue #3.5

You're receiving this email because you're a part of an Accountable Care Network (ACN) or Provider Organization (PO) with us. Please share relevant information with your provider groups and practices. Your Provider Strategy & Solutions Consultant remains your primary contact for support.

PLANS AND BENEFITS

New member rewards supporting maternal care for your Priority Health Medicaid patients

To help support our members throughout their pregnancies and decrease the risks of low birth weight and long-term health complications in infants, we're offering new member rewards to your Priority Health Medicaid patients for getting the care they need, at the right time. These rewards are available now through Dec. 31, 2025 and include the following:

- A **$20 gift card** when a member notifies us of their pregnancy within the first trimester
- A **$30 gift card** when a member completes a prenatal visit with a provider within the first trimester
- A **$50 gift card** when a member completes a visit with a provider between 7 and 84 days after delivery

Note: Available gift cards may vary.

Want to know more?

Check out our member flyer for information on these new rewards or download our member rewards handout for a full list of the Medicare and Medicaid member rewards we offer.

TRAINING OPPORTUNITIES

Register now for our March 20 Medicare & Medicaid quality webinar

Join us for our Q1 Medicare & Medicaid quality webinar to learn about:

- Medicare and Medicaid member supplemental benefits
- Medicare and Medicaid member incentives, including an overview of our new Medicaid maternal health incentive
- The 2025 CAHPS survey and Health Outcomes Survey (HOS)

REGISTER NOW

Can't join us?

All webinars are recorded and posted to our provider webinars page within a week of the event, so you can watch at your convenience. To access the webinars page, log into prism and select **Resources > Training & Opportunities > Webinars**.

BILLING AND PAYMENT

We're resolving some Medicaid claims rejecting incorrectly for missing or invalid date of death

We're experiencing an issue with some Medicaid claims front-end rejecting for missing or invalid date of death when they shouldn't. The claims are billed correctly with the appropriate date of death present; however, our system is rejecting them incorrectly.

There's nothing you need to do. We're working diligently to correct the issue causing the incorrect rejections. Once the error is fixed, we'll reprocess all impacted claims for payment.

We value your partnership and the care you provide our members, and

we sincerely apologize for any inconvenience this has caused. Thank you for your patience and understanding.

PRIORITY HEALTH

We're collecting medical records for our Medicare retrospective review

Beginning in the spring, our Risk Adjustment team in partnership with Datavant, a health information technology company, will be contacting select providers to request medical records for our next Medicare retrospective chart review. This review helps us to validate our members' diagnoses and ensure the risk adjusted payments we receive from the Centers for Medicare and Medicaid Services (CMS) are accurate.

What do you need to do?

If you're contacted by Priority Health or Datavant, please submit the requested documentation by the deadline provided in your communication.

Submitting documentation

To maximize time and efficiency for your staff and ours, we encourage you to prioritize digital submission methods when sending us medical records, if you're able. These methods include:

- **Remote EMR access**: This is available for select EMRs – [find out if you're eligible](#)
- **A secure SharePoint folder**: [Learn more about how to get set up with a secure SharePoint folder](#)
- **Secure email**: Email RA@priorityhealth.com for more information

Refer to the communication you receive from Priority Health or Datavant for a full list of submission methods.

Why are we requesting medical records?

CMS requires us to validate diagnoses contained in claims and our members' medical records, and to submit complete and accurate diagnostic data for each member, each year.

Get our 2025 member outreach calendar

Our 2025 member outreach calendar is now available. This resource helps keep you up-to-date on how and when we're contacting our members to remind them to get the care they need.

What's included in the calendar?

- An outline of each outreach, including:
  - Topic/disease burden
  - Outreach description
  - Timing
  - Provider incentive opportunity
- Medicare and Medicaid member incentive information

You can [download our member outreach calendar](#) or find it on the [Quality Improvement](#) page in prism (behind login).

Pontiac General Hospital is no longer part of the Priority Health network

Pontiac General Hospital in Pontiac, Michigan, is no longer in-network for Priority Health members of any plan type. This change is retroactively effective back to Nov. 24, 2024.

Why was Pontiac General Hospital terminated from our network?

Pontiac General declared bankruptcy after announcing the loss of Medicare funding on [Nov. 24, 2024](#). CMS pulled funding for the hospital after finding it repeatedly out of compliance in multiple areas. Because Pontiac General does not meet quality standards, they're no longer in network.

What is the provider impact of this change?

Do not refer Priority Health members to Pontiac General Hospital, as these members may see higher costs for non-emergency treatment received there.

Where can you refer Priority Health members instead?

If treatment at a hospital is needed for your patients who are Priority Health members, use the [Find a Doctor](#) tool to find in-network providers. Other hospitals in the Pontiac area that remain in-network include:

- Trinity Health IHA Medical Group, Hospital Medicine – Oakland Hospital
- McLaren Oakland Hospital

Questions?

Connect with your Provider
Strategy & Solutions Consultant, Robert Everett Iii .

Access an archive of our PriorityActions for providers emails here.

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