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Spring reset: Scheduling cancer screenings

By Richard Vienne, DO, VP, Medical and Clinical Operations

The COVID-19 pandemic has affected nearly every aspect of our lives, and preventive health care is no exception. In the past two years, many in our community have put off routine and preventive health services to maintain social distancing and stay healthy now. However, this practice can cause very real problems in the future.

This spring, we ask you to encourage your patients to schedule their preventive screenings – in particular, their cancer screenings. Regular mammograms, colonoscopies and prostate cancer tests are our surest way of detecting cancer at its earliest stages or before abnormal cells even develop into cancer – before it has spread and when it's easiest to treat.

I know from personal experience the risks of delaying cancer screenings even a couple months. Because of COVID, my sister had a delay in getting her annual mammogram only to find out, once she could get her mammogram, that she had an aggressive form of breast cancer. She has been shaken to the core by the diagnosis. I wonder how much worse her situation could have been if she was delayed further. It is my hope and desire that by sharing this story that others will not suffer from delays.

Please encourage your patients not to put off these life-saving screenings. Help them get back on track with their routine and preventive care this season.

Best wishes,
Richard Vienne, DO

Join us for our next

Virtual Office Advisory

Educational webinars to connect you with Priority Health experts and help your practice maximize its effectiveness

[Register](#)

Billing & coding tips

Steps for faster claims resolution

As of Nov. 1, 2021 providers only have one appeal right per Priority Health claim. However, there are steps you can take to try resolve any claim issues before submitting an appeal:

1. **Check the status of your claim:** In prism, you'll find the most up-to-date billing information, claim status and tools to help you get answers
2. **Submit an informal claim review:** Get answers to general questions on the claim like claim process, APC edit, billing questions etc.
3. **File an appeal:** We'll only review appeals after an informal claim review. You need submit at least one inquiry to try to resolve the issue prior to submitting an appeal.

[Learn more about each step](#)

Clinical edits: How to send us questions

Do you have a question about a clinical edit denial? Here's the fastest way to get answers:

1. [Log into your prism account](#)
2. Click **Claims** then **Medical Claims**
3. Click on the **Claim ID** for the claim in question. Make sure you're logged in as the group or facility the claim was made under.
4. On the Claims Detail page, click **Contact Us**.
5. Choose **Clinical edit** from the dropdown menu. Choosing any other menu item will delay your response up to 15 days.
6. Enter your information and click **Send**.


[Get answers to common provider questions \(downloads a PDF\)](#)

Member program spotlight

Right Price Rx

Ensuring our commercial members get the lowest available price for their prescriptions automatically, without discount cards or coupons

[Get details](#)



Medicare & Medicaid quality news

Together, we can close your patients' gaps in care. From preventative screenings to managing chronic conditions, we're here to support you. Get information on our latest Medicare & Medicaid Quality information, provider tools and member benefits.


[Download the guide](#)

Behavioral health

Care coordination made easy

Our clinical staff can help you support your patients with complex chronic mental health and substance use conditions.

[Learn More](#)



Value-based incentive programs

We appreciate your partnership as we work to provide the right care, at the right time, in the right place and at the right cost. We're continually evolving our incentive programs to help us achieve these goals and to recognize the hard work you do to keep our members healthy.

Below you'll find key incentive program updates and deadlines for the first quarter of 2022.

PCP Incentive Program (PIP) attribution methodology

We recently updated our PIP attribution methodology to make it simpler, attribute members based on actual claims history, expand E&M and place of service codes, add FQHC/RHC/THC logic and more.

Effective Mar. 15, 2022, this new methodology is used for the following:

- RPX reports (including 075 Membership reports)
- GRS reports
- AHA / Risk adjustment patient lists
- CM Targeted Hierarchy patient lists
- Risk adjusted PMPMs for the care management measure
- PIP settlement (2022 forward)

[Learn more \(requires login\)](#)

Third quarter PRA attestation

In 2022, attestation is required to receive PIP payments. Our third quarter attestation cycle dates are:

- Opens: June 6
- Closes: June 27

Use our Provider Roster App (PRA) tool to update and organize your ACN's PCP data as it applies to incentive programs.

[Learn more about PRA \(login required\)](#)

2022 BHCC meetings

Attend our next Behavioral Health Collaborative Care meeting:

When: May 11 at noon

Where: Virtual (registration link below)

Join us to share best practices, discuss collaborative care case studies and talk about implementation barriers. Attendance is highly encouraged for at least one behavioral health care manager representing your practice.

[Register for our May 11 meeting](#)

Have questions?

Our guide will help you find answers to common provider questions, including claims, credentialing, enrollment, and more

[Download the guide](#)

Latest news

See the latest news posted to our website from January to March:

AUTHORIZATION NEWS

- [Tips to successfully complete InterQual® reviews in GuidingCare](#)

BILLING & PAYMENT

- [Paper claim payments delayed](#)

- [Incorrectly denied DME claims will reproves automatically](#)
- [Resubmit claims for Medicaid members with other insurance](#)
- [Bill bilateral procedures separately starting June 1](#)

INCENTIVE PROGRAMS

- [Physical Therapy Incentive Program retired April 1](#)
- [We've updated our 2022 PIP manual](#)
- [We cancelled the launch of Clinical+](#)

PHARMACY

- [Retacrit supply shortage expected soon](#)
- [Site of service restrictions applied for infusion services starting April 1](#)

PLANS & BENEFITS

- [Resources to support your patients affected by eating disorders](#)

PRIORITY HEALTH NEWS

- [Honoring National Doctors' Day](#)

REQUIREMENTS & RESPONSIBILITIES

- [New provider enrollment requires 90 calendar days](#)
- [Make sure to re-attest with CAQH every 120 days](#)
- [2022 D-SNP Model of Care training available](#)
- [February 2022 medical policy updates](#)



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