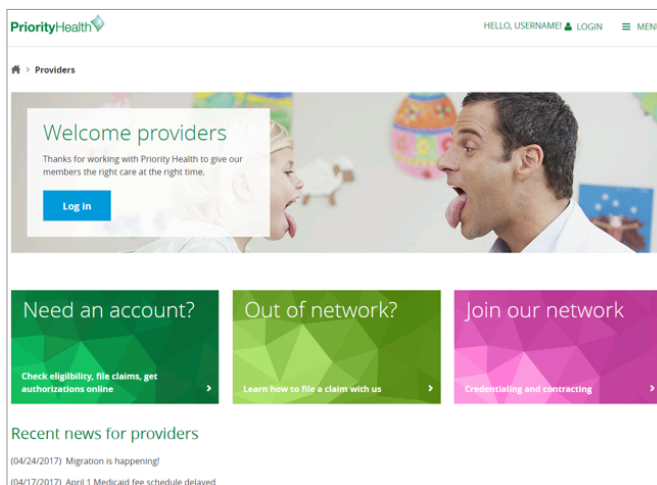


# The new provider experience at *priorityhealth.com*

We've launched a newly designed provider center at *priorityhealth.com*. It offers you a more personalized navigation experience, making it easier for you to access the information and tools you use every day. Here's an overview of what's new.

Fresh new look to our public page, *priorityhealth.com/provider*



**Remember:**  
update your bookmarks!

Go to *priorityhealth.com*, click “Providers”, and you’ll have four options:

1. **Log in** takes you to your account
2. **Need an account?** opens our account registration request form
3. **Out of network?** takes you to information on how to bill us or request an auth, etc.
4. **Join our network** gives you participation, credentialing and contracting information

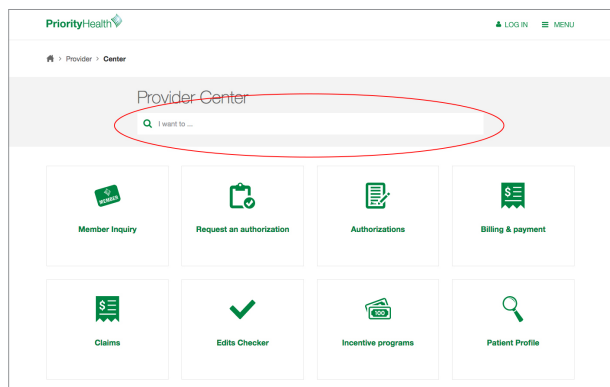
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## New Provider Center search: Faster, smarter

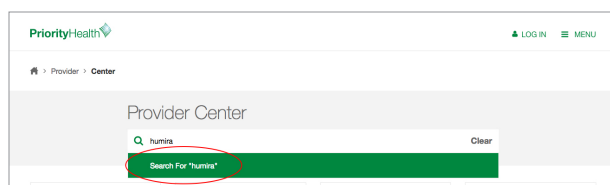
You want to find what you need as quickly as possible. It's the reason we originally built the popular “I want to” menu in the Provider Center. This update makes it even better.

- Previously, logged-in providers either chose from links in the “I want to” drop-down menu or chose **Search** to get to the information/tool needed.
- The new Provider Center speeds things up. As soon as you start typing in the Provider Center search box, it will show terms from the “I want to” links. Type “claim” and you’ll see “Status a claim,” “Status my pended claims,” “Submit a corrected claim,” etc. You’ll find things faster without going to a separate search results page.

### Your account home page



**The “I want to” menu is also a Search field.** You can use it to search for terms and CPT codes not in the “I want to” menu. Type “GA modifier” or a CPT code or “humira.” You’ll get a “Search for (your term)” option, and you’ll find the information you need.

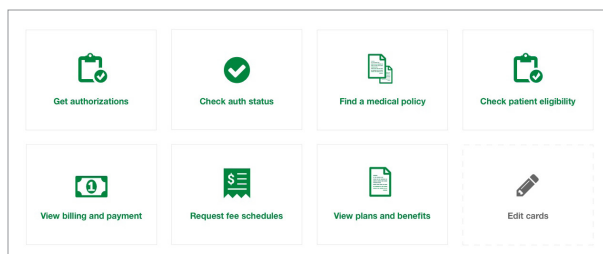


## Personalize your account home page

Previously, the “I want to” menu remained static. The new Provider Center allows you to add and delete links to the pages and tools you use most, right on your own home page. This should simplify your work.

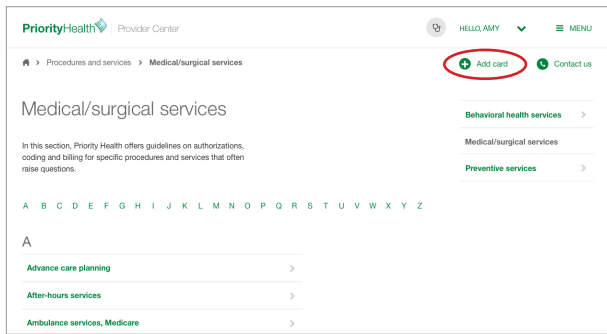
The first time you log in, your home page will show you a standard set of 11 “cards” linking to (as an example):

- Eligibility
- Authorizations
- Claims
- Filemart, etc.



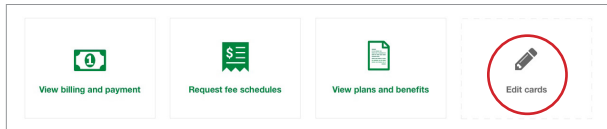
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Here's how you can make this page work best for you and your staff.



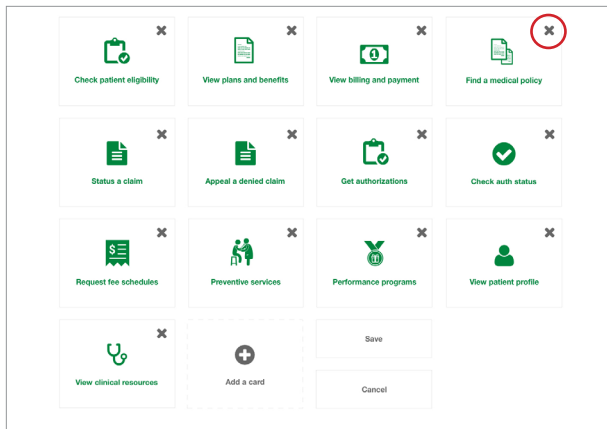
### Add a “quick action card” link to your home page

When Search shows you a page you want to reference, you can add it directly to your home page by clicking +Add card at the top right.



### Edit the “quick action cards” on your home page

Click the “Edit cards” card.

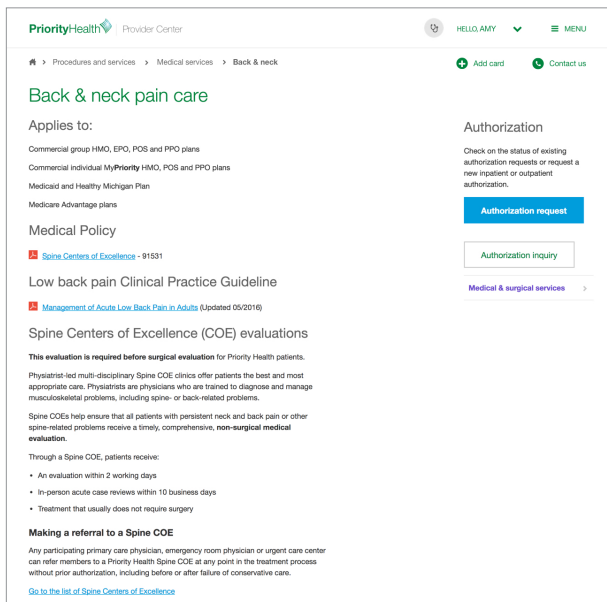


- Click X on any card to delete it
- Drag cards into the order you want
- You can add as many cards (links) to your home page as you want

# All the information you need about any one service or procedure is now in one place

In the old Provider Manual, authorization information for procedures and services was found in the “Authorizations” section, and coding and billing information for those same services in the “Billing and payment” section, and the medical policy or clinical practice guideline in other places. This was not the most efficient arrangement. So, we’ve streamlined things for you.

Now, when you search for an item or procedure, all the information you need is on the same page. For example: search for “blepharoplasty” and you’ll find one page showing plans, coverage and a link to the applicable medical policy, plus authorization and billing information.



## Good news: The tools did not change

Member Inquiry, Claims, Patient Profile and Filemart, etc., did not change with this update. There’s no need to learn new tools for doing your work.

However, because our newest online tool, Authorization Request, has expanded to let you request auths online for so many services, we’ve put a “Request an auth” button directly on all pages about services that you can request online.

## Questions?

Contact your Provider Performance Specialist (PPS). You can find their contact information by selecting Contact us at [priorityhealth.com/provider](http://priorityhealth.com/provider) or by calling the Provider Helpline at 800.942.4765.