

New process for submitting provider information and changes

Updated 4/2021



What's changing?

New submission process



We're automating how you submit provider data and changes.



You'll no longer submit credentialing forms through fax or email.



You'll now submit your credentialing forms through our online portal.

There are no changes to the delegated credentialing process. This training is for non-delegated providers only.

How does this benefit you?

No changes to how you navigate our website.

The new process will guide you to complete the correct credentialing and provider enrollment forms.

Automated online submission process. No need to print forms and waste paper.

Your submissions will deliver instantly to the correct processing team which reduces the administration time you spend ensuring your forms are submitted correctly.

Just like before, you'll continue to receive a confirmation email with an inquiry number for tracking purposes.

Training agenda

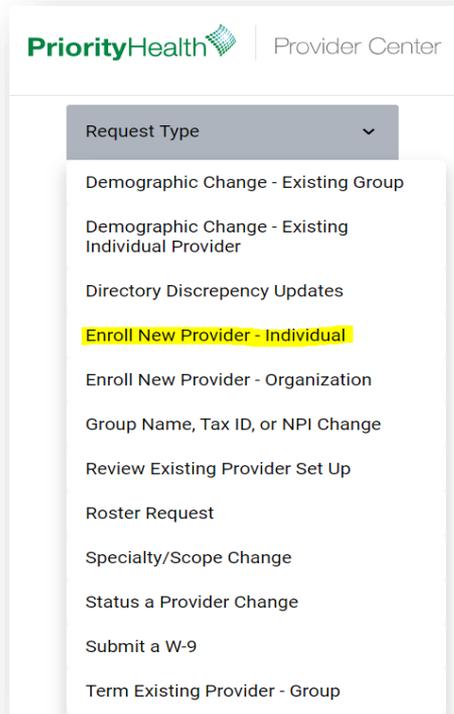
- Accessing the new submission tool
- Enrolling a new provider or adding an existing provider to a new group
- Enrolling an organization
- Change an existing provider group

Want to update provider information?

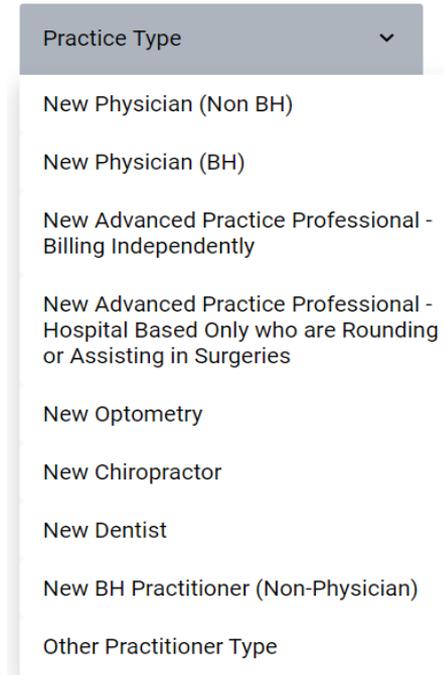
- On www.priorityhealth.com navigate to our [Credentialing page](#).
- From this page navigate our website based on your needs.
- Click any credentialing form and you will automatically be directed to our new submission tool.

**Enrolling a new provider or
adding an existing provider
to a new group?**

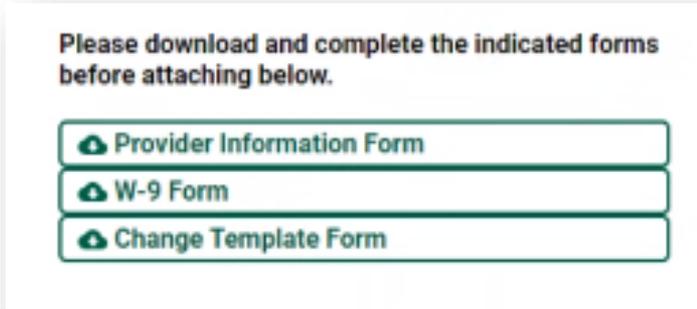
1. Select “Enroll New Provider-Individual” from the drop-down list.



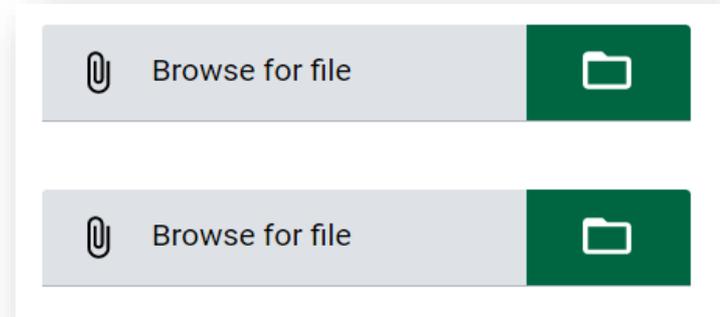
2. Select the appropriate provider type from the next dropdown box.



3. Download and complete the required documents.



4. Click on "Browse for File" to upload your completed documents.



5. Complete all text fields.

Provider Name/Degree
John Doe, MD

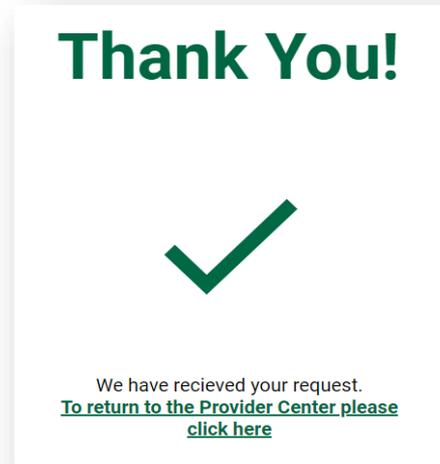
Type 1 NPI
1234567890

Group Billing Name (name on claim)
ABC Medical

Type 2 NPI
1234567890

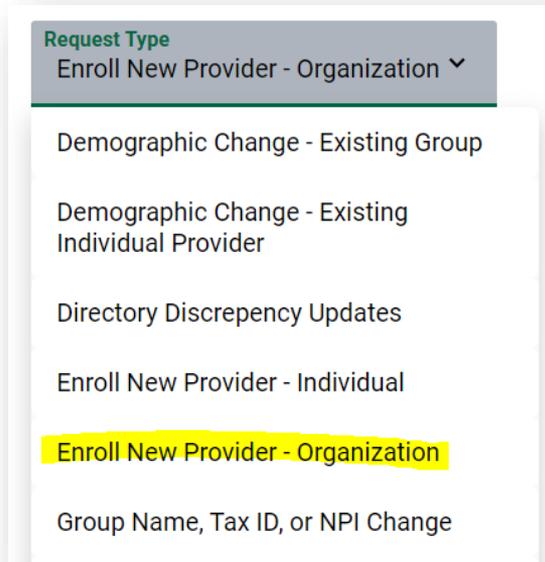
6. Click Submit.

- **Note:** Once you hit submit, you'll receive the confirmation screen below showing that your request was successfully submitted.



Enrolling an organization?

1. Select “Enroll New Provider-Organization” From the drop-down list.



A screenshot of a web application's 'Request Type' dropdown menu. The menu is open, showing a list of options. The option 'Enroll New Provider - Organization' is highlighted in yellow. The other options are: 'Demographic Change - Existing Group', 'Demographic Change - Existing Individual Provider', 'Directory Discrepancy Updates', 'Enroll New Provider - Individual', and 'Group Name, Tax ID, or NPI Change'.

Request Type
Enroll New Provider - Organization ▾

- Demographic Change - Existing Group
- Demographic Change - Existing Individual Provider
- Directory Discrepancy Updates
- Enroll New Provider - Individual
- Enroll New Provider - Organization**
- Group Name, Tax ID, or NPI Change

2. Select either “Credentialed” or “Non-Credentialed” from the next drop-down list.



A screenshot of a web application's 'Credentialed/Non-Credentialed' dropdown menu. The menu is open, showing two options: 'New Credentialed Organization' and 'New Non-Credentialed Organization'. The option 'New Non-Credentialed Organization' is selected.

Credentialed/Non-Credentialed ▾

- New Credentialed Organization
- New Non-Credentialed Organization**

Note

- If you're unsure of your organization's credentialing status, refer to the lists on the right of the screen to choose.

Please log in for a full list of services.

Request Type
Enroll New Provider - Organization ▼

Credentialed/Non-Credentialed ▼

Credentialed Organization Types
Hospitals
Home Health
Infusion
Skilled Nursing Facilities (SNF)
Long-Term Acute Care (LTAC)
Community Based Health Clinics (Convenient Care Centers Walk-in Clinics)
End-Stage Renal Dialysis
Federally Qualified Health Centers (FQHC)
Hospice
Laboratories
Rehab Facilities (PT, OT, ST, BA)
Retail Health Clinics
Rural Health Clinics
School Based Health Clinics
Tribal Health Clinics
Urgent Care facilities
Virtual Providers (Telemedicine)
Behavioral Health Facilities (Mental Health and Substance Abuse)
Free-Standing Ambulatory Surgery Facilities (ASF)
Sleep Disorder Clinics

Non-Credentialed Organization Types
Ambulance
Anesthesiology
Audiology (hearing screenings, hearing aid suppliers)
Diabetic prevention program
Durable medical equipment (DME)
Emergency medicine
Health department
Independent diagnostic service
Pathology
Prosthetics/orthotics
Radiology/imaging center

3. Download and complete the required documents.

Please download and complete the indicated forms before attaching below.

 W-9 Form

 Initial Organization Application Form

4. Click on “Browse for File” to upload your completed documents.

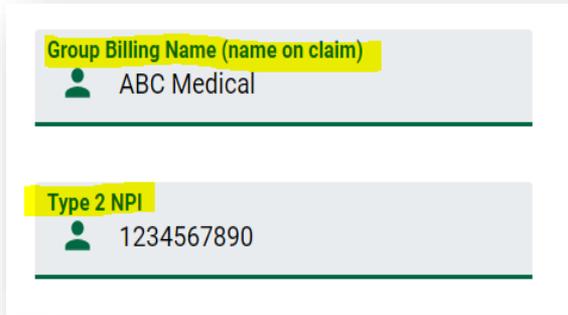
 Browse for file



 Browse for file



5. Complete all text fields.

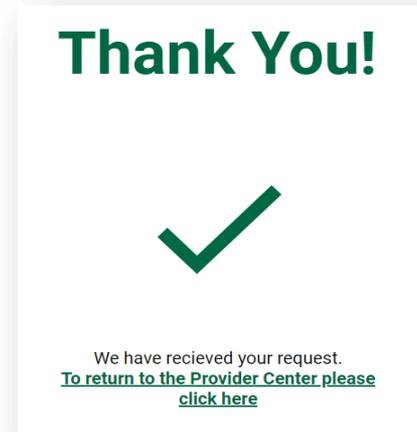


Group Billing Name (name on claim)
ABC Medical

Type 2 NPI
1234567890

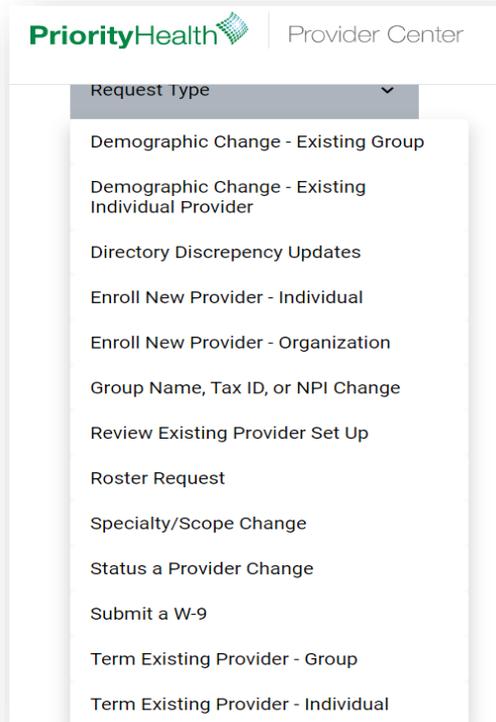
6. Click Submit.

- **Note:** Once you hit submit you will receive the confirmation screen below showing that your request was successfully submitted.



Changing an existing provider group?

1. Select the appropriate category for your change.



2. Once you've selected the correct category for your change, required documents and text fields will appear.

3. Download and complete the required documents.

Please download and complete the indicated forms before attaching below.

 [Provider Information Form](#)

 [W-9 Form](#)

4. Click on “Browse for File” to upload your completed documents.

 Browse for file



 Browse for file



5. Complete all text fields.

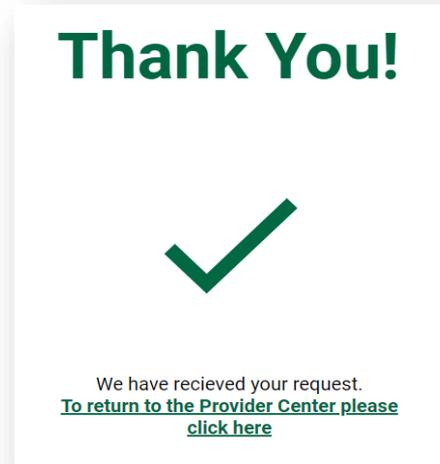
- **Note:** These fields types may change depending on the request type you select.

The screenshot shows a form with four input fields, each with a yellow label and a person icon:

- Provider Name/Degree:** John Doe, MD
- Type 1 NPI:** 1234567890
- Group Billing Name (name on claim):** ABC Medical
- Type 2 NPI:** 1234567890

6. Click Submit

- **Note:** Once you hit submit you will receive the confirmation screen below showing that your request was successfully submitted.



Questions?

To learn more about updating provider information go to the [Credentialing page on our website.](#)

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