

Provider FAQ

prism

PriorityHealth 

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Logging in & registering for an account

For the best user experience, we recommend using Chrome for your web browser.

Q: I'm having trouble logging in. It says my username and password aren't found.

A: Make sure you've included ".prism" at the end of your email, as stated at the login screen. Example: DrJohn@familyhealth.com.prim

Q: I'm with a PO, not a practice. How do I register if I don't have a group NPI?

A: You can provide your organization's NPI and Tax ID of the primary group you service.

Q: Do I need to have both a Tax ID and Group NPI to register? What if I only have a Tax ID?

A: Yes, you must submit your Tax ID and Group NPI to be found in our system. Use the NPI number associated with your primary group if your organization doesn't have an NPI number.

Q: I'm registered with multiple NPIs/Tax IDs in Provider Center. Will they all migrate to prism?

A: Yes, if you register with the email address already registered with Priority Health and sign up using a NPI and Tax ID to which you're already mapped.

Q: Do we need to register for prism to access GuidingCare and eviCore for authorizations?

A: Yes, you will access authorizations including Auth Inquiry and tools such as Guiding Care and eviCore through prism. You'll no longer use the Provider Center.

Q: Can I still use my Provider Center username and password?

A: No, you'll need to register for a new prism account. Your previous username and password will be invalid.

Q: I'm a biller. Can I register myself or does an administrator need to register us?

A: All users can self-register.

Q: I am a biller with access to several providers. How do I register so that I continue to have access to all my providers?

A: You can register with the primary group you service (or any groups you service). When you complete registration, all your groups will migrate over to your new account. **You do not need separate accounts for each provider group.**

Q: Will we need to use a different URL to access prism?

A: If you currently have Provider Center bookmarked, you'll need to replace your bookmark with the new prism login page.

Q: We have multiple facilities. Will we need to create account for each location?

A: If you're currently setup to view multiple site, you'll create an account with any one of those

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Q: I'm an out-of-network provider. Can I still register for prism?

A: Yes! Your access will look slightly different, but you'll still be able to view authorizations, status claims and appeals, and send messages.

Q: If I already have a Provider Center account, do I need to create a prism account?

A: Yes, prism is replacing Provider Center and you'll need to register for prism.

Q: I have multiple Priority Health accounts with different emails. Can I merge them into one prism account now?

A: If you manage provider information from a single email, you can use that email to register. If the organizations you work for have different email addresses, you can create separate prism accounts.

Accessibility

Q: Will there be a user management section?

A: No, users will create individual accounts and all will have the same access to their provider group data. Users can't be granted different levels of access.

Q: Will I still be able to access Secure Messages and send emails to Priority Health?

A: Yes! You'll still access Messages (Secure Mail) through prism. See Messages in the top navigation bar.

Q: Will we have access to claims from other providers so we can see if patients assigned to us are seeing another PCP?

locations and we'll migrate all of your facility views.

Q: How can we get group/system access if we've never had access to the previous site/portal?

A: As long as your organization has submitted a claim to us in the past, you'll be in our system. You can register for prism even if you didn't have a Provider Center account. All you need is your Tax ID and Group NPI to create an account.

Q: Will I have access to FileMart in prism?

A: Yes.

Q: Will fee schedules be accessible through prism?

A: Yes, fee schedules will be in your resources at the top of your navigation bar and will be available to all participating providers.

Q: We pull Gaps in Care reports from FileMart around the 15th of each month. Will this process change with prism?

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A: You'll have access to any claims submitted by groups you're affiliated with. You can't review claims submitted for providers outside your group/facilities.

Q: Can we still access Patient Profile and Member Inquiry?

A: Yes, they are located in the Resources dropdown and in the navigation bar.

Q: Is there a 24hr waiting period after creating an account before being able to view claims?

A: No, the great thing about prism is that once you register your account, you'll have instant access to your provider data.

Q: When you add or delete a group in prism, is that view just for me or anyone in my PHO?

A: If you remove a group from your list of groups/facilities, that view is just for you. Each user can add/remove their own groups and facilities.

Q: Is the Member Inquiry tool changing?

A: It's staying the same for now.

Q: Our provider and organization wasn't registered with Priority Health, but we received a patient through the Cigna network. I have recently submitted a claim for that patient. Will our provider information be in prism?

A: Yes.

Can anyone who's affiliated with the NPI receive these reports?

A: Nothing will change with how you access your reports today. FileMart will be accessed through prism. If you currently have FileMart access, you will have the same access in prism. If you'd

like to request access, you can send a Message to us under website tools and services.

Q: Will my whole team be able to see my request?

A: Yes, any user linked to a provider NPI and group/facility will be able to see requests and status of those requests.

Q: How do you remove a user's access if they leave an organization?

A: Call the Provider Helpline or send a message to us in prism and select "website tools & services" in the drop down category.

Q: Are there limitations in prism if I'm an out-of-network provider?

A: yes, you'll have access to everything except for online authorizations submissions and fees schedules.

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Authorizations

Q: Is anything changing with how we submit authorizations?

A: No, you'll still use the same processes and programs for authorizations as you are today. You'll have access to Guiding Care and eviCore in your prism account. Click on Authorizations in your navigation bar.

Q: Where can we check to see if an authorization is required for a member?

A: The authorization section in the provider manual will remain the same as well as eviCore and GuidingCare.

Q: Will we be able to see if a member requires authorization for an outpatient service?

A: You'll continue to use the same authorization determination on our Auths page today. This not changing.

Q: Can we access GuidingCare outside of prism?

A: No, you'll only have access to GuidingCare and eviCore through prism.

Claims and Appeals

Q: Are we able to correct claims in prism?

A: Not at this time. You'll need to follow the same process as today. Visit the [Provider Manual](#) for more information on how to correct claims.

Q: Will we get an email once an appeal decision has been made?

A: You'll receive an email prompt from prism indicating you have a new message in your account and it will provide the inquiry number you can click on.

Q: When looking up claims, do we need to change the group view each time?

A: Yes, instead of logging in and out of multiple accounts, now you'll only need to select your provider group or facility at the top of your dashboard to change your dashboard view for claims data.

Q: Will behavioral health claims show in the claims page?

A: Yes.

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Provider enrollments and changes

Q: For provider affiliation changes, does a Provider Information Form still need to be submitted?

A: If a provider needs to change a group or facility in our system, they need to select “Change individual provider or organization” on the Enrollments page.

Q: Can we save the digital enrollment forms for our records?

A: We are working on a solution to make this information available to you.

Q: Will we get an inquiry number when submitting enrollment for a new provider?

A: Yes, you’ll see an inquiry number and will see the request in your queue. You can status the request at any time.

Q: I handle credentialing for our facility. How do I add or remove MD, PhDs or other providers to our group?

A: You’ll use prism to add or remove providers. Click on Enrollments & Requests and choose the appropriate electronic form option.

Q: Will delegated provider organizations need to use prism to submit enrollments and changes?

A: No, delegated provider organizations will continue to use their normal processes.

Q: Will anyone in the organization be able to make changes to enrollment details?

A: Yes, anyone who is mapped to that group can submit enrollment information.

Q: Can we see in prism where our enrollment is in the process?

A: Yes! This is a new, exciting feature in prism where you’ll be able to status your individual or organizational enrollment. Click on Enrollments

and Requests in your navigation bar to status your request.

Q: Will we receive an approval letter through prism when a provider is approved with an effective date?

A: Yes, approval documentation will be attached to the inquiry in prism.

Q: If we already completed a request to add a new provider, will the status show in prism?

A: No, but you’ll be able to status future enrollments in prism.

Q: Once a pending enrollment is approved, will we have to add the provider to our list of group/affiliations?

A: If you’re enrolling a group, you’ll have to add the group to your list of groups/affiliations. If you’re adding a new provider to an existing group, that provider will show up in your group information automatically.

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Messages

Q: If I sent a message to Priority Health before prism launched and am waiting for a reply, will the message be transferred into prism?

A: No, only new prism inquiries will display in prism.

General FAQ

Q: Will prism replace the provider manual?

A: No, prism is replacing Provider Center. The Provider Manual will be getting a facelift, but will still contain all the important information you need today. It's available on priorityhealth.com/provider and linked in the top navigation bar in prism.

Q: Will we be able to verify Total Health Care patients when they are transferred to Priority Health?

A: Yes, once they become Priority Health members, you'll see their benefit information.

Q: Will we be able to see more detailed benefit information in prism?

A: The benefits information will be displayed in a new and easier way, and we're continuing to work to make benefits information more clear in the future.

Q: Will insurance verifiers still have access to Cost Estimator?

A: Yes, Cost Estimator is located in the resources section of prism.

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Can't find the answer you need? Call the Provider Helpline at 800.942.4765.