

PriorityActions for providers biweekly email

FAQs

What is the PriorityActions biweekly email?

The PriorityActions biweekly email is sent to our Accountable Care Network (ACN) contacts that includes information important to how you work with us and care for our members, previously shared through your Provider Strategy & Solutions Consultant. You can expect to see content from the following categories, in addition to invites to educational webinars such as [Virtual Office Advisories \(VOAs\)](#) and more.

- Authorizations
- Billing & payment
- Pharmacy
- Clinical resources
- Incentive programs
- Plans & benefits
- Requirements & responsibilities
- Priority Health (*general news*)

Why is this change happening?

As we continue improving our communications to help us work better together, we're excited to launch a biweekly email that delivers content to you on a consistent basis, reduces your inbox clutter and allows you to easily reference important content in one place.

How do I receive the PriorityActions email?

Your Provider Strategy & Solutions Consultant has added you to the mailing list. If your contact information changes, please notify your Provider Strategy & Solutions Consultant as soon as possible.

How do I receive custom documents or reports?

Your Provider Strategy & Solutions consultant will send any documentation to you via secure email after the PriorityActions email sends. Dates for when you should expect to receive documentation will be included in the email.

Can you add our practices and/or providers to the email list?

We're currently only sending emails to our provider organization leadership and administrative contacts, what we'd refer to as an Accountable Care Network (ACN). **You're encouraged to share the email with your providers and staff.**

What if I don't want to receive the PriorityActions email?

Unlike a "nice-to-know" newsletter, PriorityActions will share important action items, business-critical information and updates to our key provider partners, previously communicated through your Provider Strategy & Solutions Consultant.

Why haven't I received PriorityActions emails?

While this is not an exhaustive list of troubleshooting suggestions, please do the following prior to reaching out to your Provider Strategy & Solutions Consultant:

- Ensure Priority Health is an approved sender.
- Close and restart your email software.
- Check your trash, junk/spam folders.
- Check your storage limits.
- Clear your email cache.

What if I have a question about something in the email?

DO NOT respond to the email, as it won't be received. As you did in the past, work with your Provider Strategy & Solutions Consultant for support.

PriorityAlert

A PriorityAlert is an urgent communication (i.e., results of things outside of our control) that's sent separately from the PriorityActions for providers email.

When are PriorityAlerts used?

Urgent communications may vary, but a few examples include:

- A system outage
- Required communication from the government.
- A change or situation that was unable to be predicted, i.e., COVID.