

Get your questions answered

If your question does not fall within the processes below, call the Provider Helpline at 800.942.0954.



General questions:

- Member benefits
- Coinsurance/deductible
- PCP discharge/reassignment
- Provider portal account
- Secure email issues

Yes

Use our self-service options

[Member Inquiry Tool](#)

[Patient Profile](#)

[Rx Inquiry](#)

Can't find what you need?

Call our Provider Helpline
800.942.0954
Monday – Thursday
7:30 a.m – 5 p.m.
Fridays
9 a.m. – 5 p.m.

Claims-related questions:

Get your questions answered in 10 calendar days

- Claims status
- Claim reimbursement/denial
- Coordination of benefits (check the portal for updates)

Get your questions answered in 45 calendar days

- Medical records submission
- Clinical edits
- Third-party liability
- Appeals submission
- Clinical edits and coding

No claim number available?

Yes

Log in to your [provider portal account](#)

Select **Messages** in the Provider Center

Click on the **Compose** tab and select a topic from "What is your message about?"

Type your message and attach your supporting materials before you hit **Send**

Receive an inquiry number for your request in three calendar days

If you haven't received a response within the timeframes noted for claims related questions above, send an email exceedsprocessingtime@priorityhealth.com
Your email must include your inquiry number.

Do you agree with the decision?

Yes

No

[Appeal claim](#)

Log in to your [provider portal account](#)

Select **Claims** in the Provider Center

Click on the **Claim Number** Search tab and type in your claim in question.

Click **Contact us** and submit your question to us

If you haven't received a response within the timeframes noted for claims related questions above, send an email exceedsprocessingtime@priorityhealth.com
Your email must include your inquiry number.

Do you agree with the decision?

Yes

No

[Appeal claim](#)

Credentialing and enrollment questions:

Get your questions answered in 62 calendar days

- Credentialing*

Get your questions answered in 25 calendar days

- Provider enrollment (changes and terminations)

Yes

Are you affiliated with a PHO, PO or CIN?

Yes

Contact your PHO, PO or CIN to submit your credentialing request on your behalf.

Submit a request or the provider information form to us at PH-PELC@priorityhealth.com. You'll receive an email from us within 3 calendar days.

Did you receive a confirmation email and inquiry number from us?

Yes

Once you receive an email closing your request with an effective date, you can begin billing for dates of service on the effective date.²

No

Join our [networks](#) to be credentialed.

If you are a credentialed provider with changes or terminations [click here](#).

No

If you haven't received a response within the timeframes noted above, send an email exceedsprocessingtime@priorityhealth.com
Your email must include your inquiry number.

If submitting a request for new provider participation, you should not treat Priority Health members until you receive your network effective date

¹If your request requires our contracting team's involvement, anticipate additional time for processing.

²Claims submitted before the effective date may result in incorrect payment or denial.