

**Contact Information**

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| <b>General Website</b>                | priorityhealth.com<br><a href="http://priorityhealth.com/provider/contact-us">priorityhealth.com/provider/contact-us</a>  |
| <b>General Contact Phone</b>          | 1-800-942-4765<br>M-TH 7:30am - 5pm, Friday 9am - 5pm   |
| <b>Provider Helpline</b>              | 1-800-942-4765<br>M-TH 7:30am - 5pm, Friday 9am - 5pm   |
| <b>After Hours only for Providers</b> | 1-800-269-1260 (For Urgent Authorizations)  |
| <b>General Address</b>                | Priority Health Grand Rapids<br>1231 East Beltline Avenue NE<br>Grand Rapids, MI 49525-4501   |
| <b>General Email Address</b>          | <a href="mailto:provider.services@priorityhealth.com">provider.services@priorityhealth.com</a>  |
| <b>Pre Certification</b>              | Priority Health, Authorizations   |
| <b>Pre Cert Online Portal/Site</b>    | <a href="https://www.priorityhealth.com/provider/manual/auths">https://www.priorityhealth.com/provider/manual/auths</a>   |
| <b>Claim Mailing Address</b>          | Priority Health Claims<br>PO Box 232<br>Grand Rapids, MI 49501  |
| <b>Appeals Address:</b>               | 1231 East Beltline Avenue NE<br>MS 2260<br>Grand Rapids, MI 49525-4501  |
| <b>Fax</b>                            | 1-616-975-8856  |
| <b>Additional Level of Appeals</b>    | <a href="http://www.priorityhealth.com/provider/manual/billing-and-payment/reviews-appeals/level-1-appeals">http://www.priorityhealth.com/provider/manual/billing-and-payment/reviews-appeals/level-1-appeals</a>   |
| <b>ID Cards</b>                       | <a href="https://www.priorityhealth.com/provider/manual/plans/id-cards">https://www.priorityhealth.com/provider/manual/plans/id-cards</a>   |
| <b>Contracting Questions</b>          | Brenda Khoenle, Senior Contract Specialist<br><a href="mailto:brenda.khoenle@priorityhealth.com">brenda.khoenle@priorityhealth.com</a>  |
| <b>Provider Questions</b>             | Emily Lee, Associate Provider Performance Specialist<br><a href="mailto:emily.lee@priorityhealth.com">emily.lee@priorityhealth.com</a><br>Greg Miller, Senior Provider Performance Specialist<br><a href="mailto:gregory.miller@priorityhealth.com">gregory.miller@priorityhealth.com</a> |