



[Contact us](#)

- [Find your rep](#)
- [Submitting claims](#)

After hours only:

Call 800.269.1260 for urgent authorizations

Leave a phone number and message. A nurse case manager will return your call within 30 minutes.

Contact Provider Services

Call the Provider Helpline

800.942.4765

Mon.-Thurs. 7:30-5; Fri. 9-5

Press:

1 – Dental providers

2 – Claims, benefits, Medicare, member eligibility

3 – Pharmacy

4 – Authorization or health management status

5 – Behavioral Health

6 – Website and password help

7 – Connect to 5-digit staff extension

Or email provider.services@priorityhealth.com

More contact information:

How to submit a claim	Print & electronic submissions
Appeals	In-network providers should log in and use their Mailbox to send information securely. Out-of-network providers, use the fax numbers below:

	<p>Administrative appeals: 616.975.8856 Code review appeal fax: 616.975.8881 Medical appeal fax: 616.942.0024</p> <p>For instructions and forms, check the Provider Manual:</p> <ul style="list-style-type: none"> • Level I appeals • Level I Medicare appeals • Level II appeals
<p>Authorizations, authorization status</p> <p>800.942.4765, option 4</p> <p>Mon.-Thurs. 7:30-5; Fri. 9-5</p>	<p>Urgent after-hours authorizations: Call 800.269.1260. Leave a phone number and message. A nurse care manager will return your call within 30 minutes.</p> <p>Online tool for logged in providers: Auth Inquiry</p> <p>Fax 616.942.0024</p> <p>Priority Health Authorizations MS 1255 1231 East Beltline NE Grand Rapids, MI 49525</p>
<p>Behavioral health</p> <p>800.673.8043</p> <p>Mon.-Fri. 8-5</p>	<p>Emergency treatment for behavioral health conditions does not require prior authorization.</p> <p>Non-emergency inpatient authorization requests, fax to: 616.975.0249 A clinician will contact you during regular business hours.</p> <p>Find behavioral health prior authorization forms</p>
<p>Care managers</p> <p>Mon.-Fri. 8:30-5</p>	<p>List of Priority Health care manager assignments by PCP (299 pages)</p> <p>Once you find the care manager assigned to you, call 800.998.1037, then the extension listed next to the care manager's name.</p>
<p>Claims questions, reviews</p> <p>800.942.4765, option 2</p>	<p>Online tool for logged-in providers: Claims Inquiry</p> <p>Email: provider.services@priorityhealth.com</p>

Mon.-Thurs. 7:30-5; Fri. 9-5	
Contracting, locum tenens 800.942.4765 Mon.-Fri. 8:30-5	Fax 616.975.8851 (West/Northern Michigan) Fax 248.324.2984 (East Michigan) Priority Health Contracting MS 2320 1231 East Beltline NE Grand Rapids, MI 49525
Credentialing, enrollment 800.942.4765 Mon.-Fri. 8:30-5	Email: PH-PELC@priorityhealth.com Fax 616.975.8857 Priority Health Provider Enrollment & Life Cycle MS 2320 1231 East Beltline NE Grand Rapids, MI 49525
Drug authorizations, formulary exceptions 800.466.6642 Mon.-Thurs. 7:30-7; Fri. 8-7; Sat. 8:30-Noon	Pharmacy Help Desk Fax 616.942.8206
Electronic data, file exchange info & setup	5010 format for data exchange EDI (electronic data interchange for billing, claims) EFT (electronic funds transfer) HL7 (Health Level 7 supplemental patient data exchange)
Patient discharge requests	Form and instructions Fax 616.975.8887

More contacts

- [Provider Network Performance staff list](#)

