

Total Health Care FAQ

Use this document to help you better understand the Total Health Care (THC) and Priority Health integration.

Background information

Total Health Care (THC) officially joined the Priority Health family of products on January 1, 2020. The work of merging THC with Priority Health has been ongoing ever since. Throughout 2021, we'll transition THC providers and many members to achieve our shared commitment to the southeast Michigan community in keeping care affordable and accessible.

Why are we making this change?

We want to make sure we continue to keep care affordable and accessible by maintaining long-term sustainability while delivering viable solutions in the southeast Michigan market.

What are the benefits to THC providers?

When you join the Priority Health network, you'll gain access to our:

- **Tools and platforms** – We're upgrading the tools we use to support our provider network in 2021. You'll benefit from these enhancements, which will allow you to quickly update provider information changes in our Provider Roster Application (PRA), easily identifying gaps in care through our patient registry, and better understand your performance in key quality measures using Filemart.
- **Online and webinar communications** – You'll have access to our digital content and education, including our Virtual Office Advisory webinars and much more.
- **PCP Incentive Program (PIP)** – Starting January 1, 2022, you can earn incentive dollars for meeting key quality thresholds through our PIP program.
- **Patient panel growth** – You'll transition to Priority Health participating providers for our members, including Medicare Advantage.
- **Specialty provider network** – You'll experience greater accessibility to specialists for Medicaid patients through Priority Health's specialty provider network.

What are the benefits to Priority Health providers?

- Access to additional commercial members in Michigan's southeast market
- Grow Medicaid membership for providers serving Wayne, Oakland, and Macomb counties
- Simpler experience using only Priority Health policies and processes, instead of both Priority Health and Total Health Care

What do providers need to do?

THC Providers

In June 2021, we'll share registration information with you for our virtual onboarding training. Providers new to Priority Health will want to attend this training to ensure you understand our process, procedures and tools.

Priority Health Providers

Priority Health contracted providers should continue with business as usual.

Do THC providers need to recredential with Priority Health?

Starting October 1, 2021, we'll use THC data to update our system with your provider information. THC providers will not need to recredential with Priority Health.

How should providers handle THC claims submissions and appeals during this transition?

For THC members, continue to status claims with THC based on the service date. Starting May 1, 2021, THC will adjust their commercial filing limit to 180 days. THC Medicaid filing limit will remain 365 days.

THC appeals for all lines of business must be processed within 180 days of remittance advice through THC.

How should THC providers request prior authorizations for their patients?

Prior authorizations should be processed through THC until the member's coverage changes to a Priority Health plan. You'll know this has happened when the member's insurance card is updated with the Priority Health logo.

Once the member has transition to Priority Health you'll complete prior authorizations through Priority Health's process found at www.priorityhealth.com on our [Authorizations webpage](#).

Will THC supplemental claim feeds be transitioned to Priority Health?

We're working together to understand the existing supplemental data feeds between our two organizations and how they will be supported moving forward. Many of the existing feeds are the same between both organizations, which should make for a smooth transition. We'll keep you informed as we finalize these details. Until then continue business as usual.

How will THC members be notified about the upcoming transition?

We'll proactively communicate with THC members to make them aware of the upcoming transition and have adequate time to make decisions regarding their health coverage. Group members will be notified by their employer.

Priority Health previously stated that THC would remain a separate entity. Why the change?

This decision came after fully evaluating THC over the past year. It was found to be the best strategy to maintain long-term sustainability while delivering viable solutions in the market and ensuring we continue to keep care affordable and accessible.

Will members be able to maintain their current doctor?

Our insurance coverage is accepted by 97% of Michigan providers, including nearly all major systems and physicians in southeast Michigan. We're confident that many THC members will be able to keep their doctors.

If a THC member transitions to Priority Health Individual plan during the special enrollment period will their deductible reset?

No, THC members will not have to restart their deductible. During the special enrollment period, we're the only plan in Michigan that is allowing members to transfer their deductible to a new plan.

If I am a provider or facility that is currently out of network for THC but in network for Priority Health, will I remain in network moving forward? Is there anything I need to do to remain in network moving forward?

If you are currently a participating provider or facility through Priority Health, you will remain a participating provider or facility. There is no additional action needed from you.

If I am a provider or facility that is currently out of network for Priority Health but in network for THC, will I remain in network moving forward? Is there anything I need to do to remain in network moving forward?

Our goal is to bring you into the Priority Health network. This summer, you'll receive a letter with the next steps regarding this process.

Will THC commercial plans become Priority Health plans?

Commercial individual members will be transitioned to Priority Health plans. Commercial group members will have the opportunity to purchase a Priority Health plan, but their former THC plans won't become a Priority Health plan.