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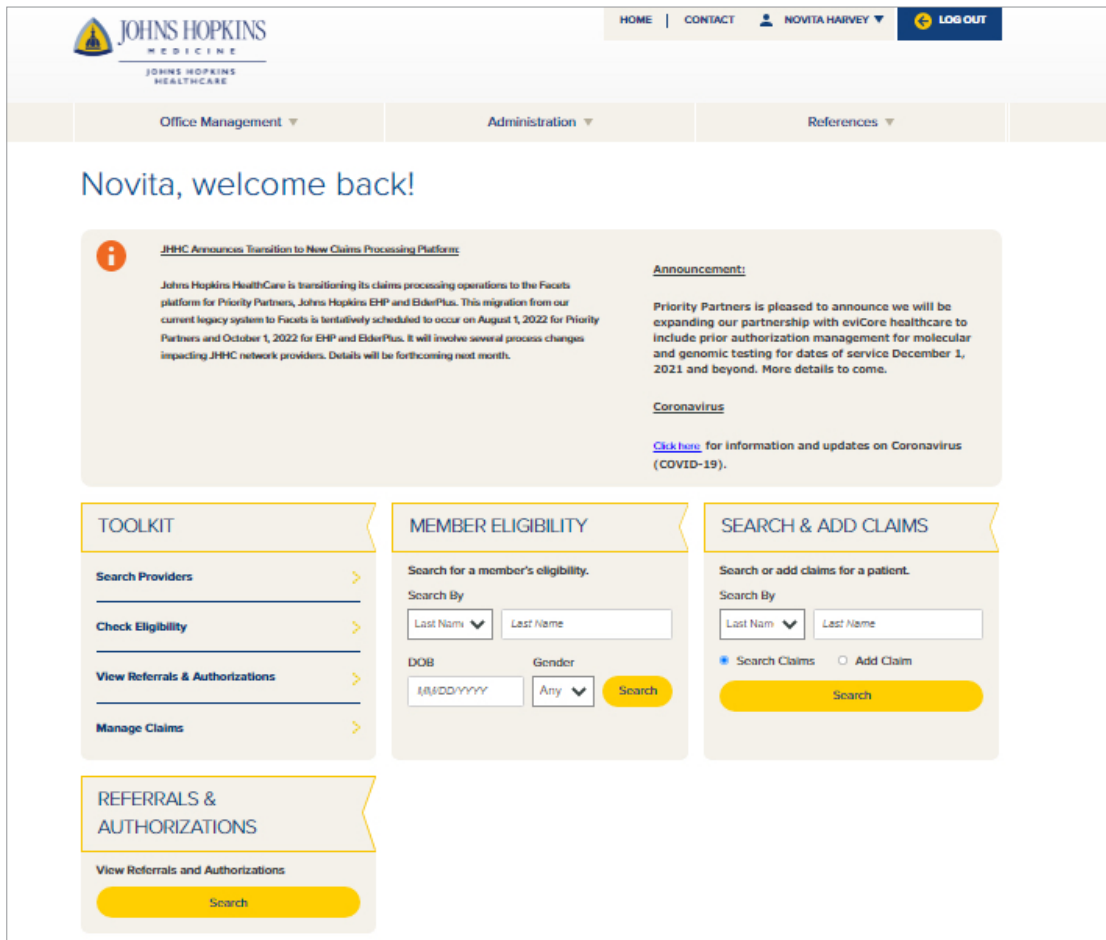
## INTRODUCTION

HealthLINK@Hopkins is a secure, online web portal for Johns Hopkins Employer Health Programs, Priority Partners MCO, Johns Hopkins US Family Health Program, Johns Hopkins Advantage MD and their in-network providers.

Providers can check patient eligibility and claims, check the status authorization requests, run reports, send secure messages, receive monthly reports and more.

\*To register for an account, go to [www.jhbc.com](http://www.jhbc.com), and choose the portal login for EHP/Priority Partners/Advantage MD or USFHP patients. Fill out the user information, then search by tax ID and submit. Once we receive the information, we will send an email confirming the account.

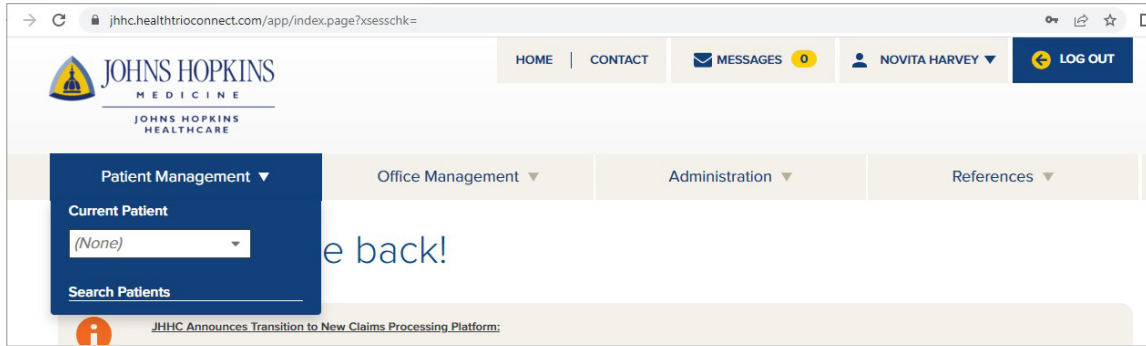
Designated account administrators are encouraged to create accounts for their employees through the portal which saves time and allows for self-management. Contact your network manager for assistance.



The screenshot shows the user interface of the HealthLINK@Hopkins portal. At the top, there is a navigation bar with the Johns Hopkins Medicine logo on the left and links for HOME, CONTACT, a user profile for NOVITA HARVEY, and a LOG OUT button. Below the navigation bar are three main menu categories: Office Management, Administration, and References. The main content area features a personalized welcome message: "Novita, welcome back!". Below this, there are several informational cards. One card titled "JHHC Announces Transition to New Claims Processing Platform" provides details about the migration to the Facets platform. Another card titled "Announcement" mentions an expansion of the partnership with eviCore healthcare. A third card titled "Coronavirus" includes a link for more information. The interface also contains three primary functional sections: "TOOLKIT" with links for Search Providers, Check Eligibility, View Referrals & Authorizations, and Manage Claims; "MEMBER ELIGIBILITY" with a search form for a member's eligibility including fields for Last Name, DOB, and Gender; and "SEARCH & ADD CLAIMS" with a search form for a patient's claims, including fields for Last Name and radio buttons for Search Claims and Add Claim. A fourth section, "REFERRALS & AUTHORIZATIONS", includes a link to View Referrals and Authorizations and a Search button.

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### PATIENT MANAGEMENT

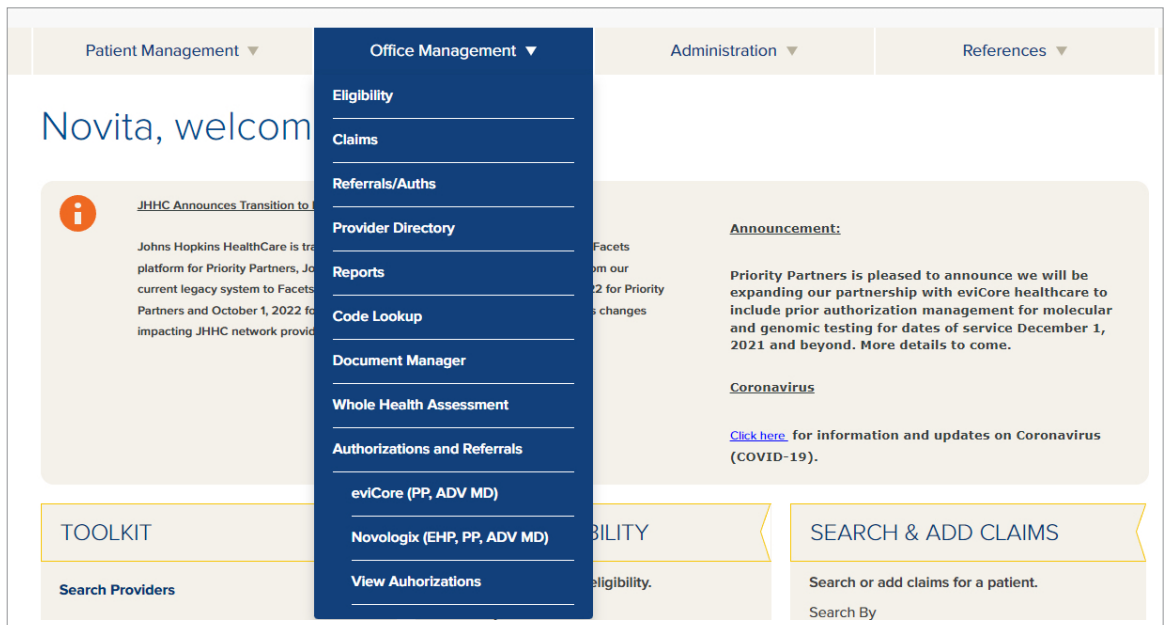


#### Current Patient List

The Current Patient List allows for easy access to the last 50 patient profiles that were recently viewed.

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### OFFICE MANAGEMENT



#### Eligibility

To check patient eligibility, enter the last name, first name, member ID or Medicaid number, and date of birth. Age and gender are optional fields. When the results are shown, click on the patient's name to see the details. If the effective dates are in red, then the patient is not a current member. If the patient has chosen a PCP, it will show the PCP name. The View History option shows all of the past time frames when the patient was eligible. After patient information has been searched, the information will be accessible in the Current Patient area for easy access.

## Claims

Claims can be searched by using the claim number, patient name or provider. When searching by claim number, the start and end dates do not need to be modified.

When a claim is denied, it will appear in red text. To view the details, click on the claim number. Click on **View EOP**, found to the left of the claim number, to see the Explanation of Benefits (EOB) and Explanation of Payments (EOP) for that pay period. View EOP is not available through HealthLINK for Advantage MD.

## Remittance Advice

Search for a remittance by provider, patient, patient account number, check number, claim number or date.

To look up a check, enter the check date range or check number. Selecting the record will show the entire EOP information.

## Add Claims

Click the **Add Claim** tab. In **Patient Search**, use either last name or member ID. Select the patient. All boxes denoted with a red asterisk need to be completed. Fields with search buttons allow a search in the system for rendering and billing providers, referrals, authorizations and diagnosis codes. Once the required information is entered, click **Add Services** to add the procedures that were completed. This function is not available for Advantage MD.

## Add Services

Click on **Add Services** at the bottom of the form. Select the appropriate procedure code(s). Up to four modifiers can be selected for each procedure code. After filling in all of the fields, check the box next to the diagnosis code that applies to the procedure code and click **Add**. More procedures may be added. Once completed, click **Submit**.

## Authorizations and Referrals

To check on authorization status, select View Authorizations.

You can search by "Request number" or by the status.

Approved	Pended	Rejected	Denied
93	7	0	7 Days
7 Days	7 Days	7 Days	7 Days

## Provider Directory

The Provider Directory is a more detailed provider search than the one located outside of HealthLINK.

## Code Lookup

Select the option button that corresponds to the type of code you are looking for. You may use a partial code or description to search.

## Reports

Run reports of patients within a particular practice, or providers by specialty, hospital affiliations and more. Member rosters can be run by individual PCP or practice.

To run a roster, choose either by **PCP** or **Practice**. In the provider dropdown, choose the appropriate provider or practice and select **Continue**. Choose the file type that you would like the roster to be created in (PDF or CSV) and Submit. It will take at least 30 minutes to get the results. The results will appear in the **Document Manager**. The **Provider Report** gives information about the individual providers, including NPI and Tax IDs.

## Document Manager

The **Document Manager** recently replaced the File Transfer Agent (FTA). Use the **Document Manager** to access the reports that were manually run and the monthly reports sent from JHHC (for certain types of providers). You must have an **Office Manager** or Provider role to access these reports.

The **Document Manager** has search capabilities. For example, if you receive HEDIS reports, you can put "HEDIS" in the document name search and see all the documents with that title. There are two view options: **Snapshot View** (which is shown each time the **Document Manager** is opened) and the **Table View**. To change the view, click on one of the boxes to the far right, above the reports. To download the report, click the download icon. There are more detailed instructions about the **Document Manager** at [www.jhhc.com](http://www.jhhc.com).

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## ADMINISTRATION

The screenshot shows the Johns Hopkins HealthCare website interface. At the top, there is a navigation bar with links for HOME, CONTACT, MESSAGES (0), and a user profile for NOVITA HARVEY with a LOG OUT button. Below this is a main navigation menu with categories: Patient Management, Office Management, Administration, and References. The Administration menu is expanded, showing a list of options: User Preferences, System Admin, JHHC Pre-Authorization Tool, PP Professional Clms, EHP Professional Clms, PP Facility Claims, EHP Facility Claims, PP DME Claims, EHP DME Claims, Hospital Based Claims, and Communication Preferences. The main content area displays a welcome message for Novita and a news item titled "JHHC Announces Transition to New Claims Processing Platform". At the bottom, there are buttons for TOOLKIT, MEMBER ELIGIBILITY, and SEARCH & ADD CLAIMS.

### User Preferences

User Information allows a user to change their contact information, address, phone numbers and email.

### Change Password

Change Password allows a user to change their HealthLINK@Hopkins password. You will also need to answer the security questions.

## System Admin

**System Admin** gives providers and office managers the ability to add new users to their account. Setting up and managing accounts is quick and easy using **System Admin**. Enter the user information, choose the user's role, and submit. You will receive a temporary password for the user. Once the new user is processed, you will receive an email with the new user's username.

*Roles defined:*

**3rd Party Biller:** Authorizations, Claims (view & submit), Clear Claim Connection, Code Lookup, Eligibility

**Front Desk:** Authorizations, Eligibility, Code Lookup, Referrals (view & submit)

**Office Staff:** Authorizations, Claims (view & submit), Clear Claim Connection, Code Lookup, Eligibility, Referrals (view & submit), Secure Messaging

**Office Manager:** Authorizations, Claims (view & submit), Clear Claim Connection, Code Lookup, Document Manager, Eligibility, Referrals (view & submit), Secure Messaging

**Provider:** Authorizations, Claims (view & submit), Clear Claim Connection, Code Lookup, Document Manager, Eligibility, PHR View access, Referrals (view & submit), Secure Messaging

**Note:** The provider admin can assign any role to a user except the Administrator of the account. If you need to change the Administrator or add an Administrator, please contact the Provider Relations Department.

## Clear Claim Connection

**Clear Claim** is an auditing reference tool designed to mirror how code auditing products evaluate code combinations. Information such as codes can be viewed prior to submitting a claim within HealthLINK@ Hopkins. There are different types of claim choices that you can select (Professional Claims, Facility Claims, DME Claims, etc.)

**Note:** A user must agree to terms and conditions each time prior to viewing the information.

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## REFERENCES

The screenshot shows the Johns Hopkins Healthcare portal interface. At the top, there is a navigation bar with the Johns Hopkins Medicine logo, a search bar, and links for HOME, CONTACT, MESSAGES (with a notification icon), and a user profile for NOVITA HARVEY with a LOG OUT button. Below the navigation bar, there are four main menu categories: Patient Management, Office Management, Administration, and References. The References menu is expanded, showing a list of links: Provider Payment Dispute Form, Provider Clinical Appeal Submission Form, Provider Update Form, EHP Customer Service, PP Customer Service, Advantage MD Customer Service, Advantage MD Provider Resources, Comprehensive Visit Form, Health Library Knowledgebase, and Healthcare Performance Measures. The main content area displays a welcome message: "Novita, welcome back!". Below the welcome message, there is an information icon and a section titled "JHHC Announces Transition to New Claims Processing Platform:" with an "Announcement:" sub-section. The announcement text states: "Johns Hopkins HealthCare is transitioning its claims processing operations to the Facets platform for Priority Partners, Johns Hopkins EHP and ElderPlus. This migration from our current legacy system to Facets is tentatively scheduled to occur on August 1, 2022 for Priority Partners and October 1, 2022 for EHP and ElderPlus. It will involve several process changes impacting JHHC network providers. Details will be forthcoming next month." There are also links for "Priority Partners is p...", "Coronavirus", and "Click here for informat (COVID-19)". At the bottom of the page, there are three buttons: TOOLKIT, MEMBER ELIGIBILITY, and SEARCH.

**Customer Service** phone numbers are provided for your convenience.

**Provider Update Form** is a printable form for providers to use when they need to make changes to their practice information. Once printed and completed, it will need to be faxed to Provider Relations at 410-424-4604.

**Provider Payment Dispute Form And Provider Clinical Appeal Submission Form**  
Providers can submit payment dispute and clinical appeal electronically through HealthLINK.

**Comprehensive Visit Form** is available for Advantage MD providers to download. Once completed, it should be faxed to 1-844-303-1716.

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### MESSAGE CENTER

Message Center allows the provider to send and receive secure messages. The messages can be sent to other providers who have HealthLINK, the JHHC Customer Service Department and the JHHC Provider Relations Department. It is located on the top right corner of the HealthLINK page. To choose the recipient, click on **Add Recipients** and choose either **Department** or **Provider**. Type the message and click **Send**. When you receive a message, a notification appears that shows the number of unread messages in your inbox.

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### PERSONAL HEALTH RECORD (PHR)

Patients may grant their provider(s) permission to view some or all of their PHR. This will include information entered by them, as well as their plan. This includes, but is not limited to, past medical appointments, conditions, medications (allows a provider to view and enter medications for a patient), allergies, and family history. This permission can be revoked at any time by the member.

*Note:* When patients grant permission to a provider, all of the providers within the practice will have access to this information. To grant a provider access, the member will need to go through the member portal.

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### HELPFUL TIPS

Less information is better when searching in HealthLINK. Use the least amount of information that is allowable to get better results.

Please do not share accounts. You may create as many accounts as you need. Billers should register under their own name and not the provider's name.

If you forget your password, click on **Forgot Password**. An email with a password reset link will be sent to the email associated with the username. If your email address has changed, or if you don't receive the email, please call **1-877-814-9909** to have the password reset. If you do not answer the security questions correctly, JHHC will be notified to verify your membership. Once verified, you will be contacted to reset your password. The Provider Relations Department cannot reset passwords.

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### QUESTIONS?

For unanswered questions, please contact Provider Relations at **1-888-895-4998**. After hours, questions can be left via voice mail or the HealthLINK Message Center. These questions will be answered the next business day.