



Provider Update

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.

HealthLINK Down for Scheduled Maintenance Weekend of December 14-16

HealthLINK@Hopkins is the secure, online web portal for Johns Hopkins HealthCare LLC (JHHC), where providers can check patient eligibility, claims and authorizations status, and access plan-specific reports and more.

HealthLINK will be down from 6 p.m. Friday, December 14 through Sunday evening, December 16, 2018. During this time, providers and members will not be able to access HealthLINK or the Online Provider Directory. Providers will be able to visit the JHHC website as usual.

Please note: The downtime weekend affects Johns Hopkins EHP, Priority Partners and Johns Hopkins Advantage MD providers and members. It does not affect Johns Hopkins USFHP providers and members.

- **Beginning December 3, HealthLINK will display the following message:**

HealthLINK will be down for scheduled maintenance work and unavailable from **Friday, December 14 at 6 p.m. until Sunday evening, December 16.**

- **Beginning December 12, the Online Provider Directory will show the following message:**

The Provider Directory will be down for scheduled maintenance work and unavailable from **Friday, December 14 at 6pm until Sunday evening, December 16.** If you need to find an emergency room or urgent care center during the downtime, click [here](#) for a list of in-network providers. (The link will take members to the Priority Partners, EHP and Advantage MD websites.)

Please log out of HealthLINK before 6 p.m. on December 14 and do not log back in until Sunday night, December 16. You will not be able to look up claims or other information on HealthLINK during the weekend maintenance.

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns