



Provider Update

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

HealthLINK Restyle to Improve Information Access

As part of JHHC's continuing efforts to simplify processes and make our provider resources more user friendly, we have created a new look for the home page of HealthLINK. You now can quickly find the information you seek from a HealthLINK home page that more closely mirrors the design of JHHC's public-facing websites. The new look will go live tomorrow, Tuesday, July 30, 2019.

The HealthLINK restyle retains all of the functionality that was there before. There are no changes to the navigation, processes, and tools you routinely access in HealthLINK. Provider information remains the same. You will follow the same steps and procedures to file claims and check eligibility, referrals and authorizations as you did before.

What are the changes?

- The login screen now has the logo for Johns Hopkins HealthCare when logging into the portal for EHP, Priority Partners or Advantage MD members at jhhc.healthtrioconnect.com. The login screen for USFHP members will have the USFHP logo when logging into the portal at usfhp.healthtrioconnect.com.
- The colors, fonts and graphics of the site have been updated.
- The front page now features several widgets to guide you to the tools you use the most:
 - o Check member eligibility
 - o Submit and check claims
 - o Check referrals and authorizations
 - o Download documents
 - o Review status changes

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

