



# Provider Update

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

## **Updated and Expanded Priority Partners Provider Manual Available August 1**

On Aug. 1, 2018, the newly updated and expanded Priority Partners provider manual will be available on our website, [www.jhhc.com](http://www.jhhc.com), as an important reference and resource for our network of providers.

The 2018 update of the manual contains required information on Priority Partners benefits, services and processes, and also incorporates new information that providers need to know to help us remain in compliance with state mandates for managed care organizations (MCO).

New and expanded information in the 2018 Priority Partners provider manual:

- **Appeals process**, including a new form to use for clinical/medical necessity appeals, effective 9/1/18
- **Payment dispute process**, including a new form to use for claims/payment disputes, effective 9/1/18
- **Utilization management section**
- **Updated benefits**, including audiology services, contraceptive services, and site of service requirements
- **Changes to the Rare and Expensive Case Management Program (REM)**
- **Guidance for Maryland opioid prescribing policies**
- **Additions to the Maryland Prescription Drug Monitoring Program (PDMP)**

Access the 2018 Priority Partners provider manual on our website at [www.jhhc.com](http://www.jhhc.com) > For Providers > Resources & Guidelines > Manuals.

Please note and review the new information, benefits and processes outlined in the manual.

If you have any questions about the 2018 Priority Partners manual, please call the Provider Relations department at 888-895-4998.

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