



Provider Update

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

Updated Process for Eligibility Status of Priority Partners Members

Johns Hopkins HealthCare (JHHC) would like to remind providers that the most current eligibility status for Priority Partners members can be found using the Maryland Medicaid Eligibility Verification Line, also known as EVS, which is available 24 hours a day, 7 days a week.

Contact EVS

PHONE: 866-710-1447

ONLINE: Maryland HealthChoice website at encrypt.emdhealthchoice.org/emedicaid

Beginning the first week of October, JHHC will automatically re-route all eligibility calls to EVS during our regular business hours of Monday – Friday, 8 a.m. to 5 p.m.

This change ensures that providers will have access to the most current information available on the eligibility status of our Priority Partners members. It will also allow our Customer Service representatives to personally assist providers with inquiries about benefits, claims and other issues that cannot be handled through our self-service options.

Don't forget that HealthLINK is the primary resource for JHHC providers. HealthLINK is JHHC's secure, online web portal for in-network providers to access information on members enrolled in Johns Hopkins Employer Health Programs (EHP), Johns Hopkins US Family Health Plan, Priority Partners, and Johns Hopkins Advantage MD health plans.

Through HealthLINK, providers can:

- Submit claims and search for existing claims
- Review electronic remittance advice or download onto a PC
- Search for members based on name, member ID, PCP or DOB
- Receive reports, such as member rosters
- Check the status of referrals and authorizations
- Send secure messages to Customer Service

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