



PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

Update to the Johns Hopkins Health Plans Peer-to-Peer Process

Effective Date: May 1, 2024

Health Plan(s) Affected: Advantage MD*, Employer Health Programs (EHP), Priority Partners, and US Family Health Plan (USFHP)

Type of Change: Peer-to-Peer Process

Explanation of Change:

Peer-to-peer requests for denials based on lack of information will not be accepted as of May 1, 2024.

If you receive a denial for lack of information and disagree with the determination, **please submit an appeal.**

Johns Hopkins Health Plans will continue to accept peer-to-peer requests for denials based on medical necessity.

As a reminder, if the treating physician wants to discuss a case that was denied for lack of medical necessity with a physician reviewer, the physician must call the Utilization Management (UM) department at 888-401-3592, weekdays from 8:30 a.m. to 5 p.m., to request a peer-to-peer review

*Per CMS, a denial cannot be overturned as a result of a peer-to-peer discussion for Johns Hopkins Advantage MD.