

PROVIDER NOTICE

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

Availity Portal Expansion for Electronic Prior Authorization Requests; Training Opportunities Available

Effective Date: May 20, 2024

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

Type of Change: Process

Explanation of Change:

Johns Hopkins Health Plans is preparing for Phase II of our Availity implementation, scheduled for **May 20, 2024**. Phase II will allow all Johns Hopkins Health Plans providers to use [Availity](#) for submission of electronic prior authorization (PA) requests to Johns Hopkins Health Plans Utilization Management (UM) for Priority Partners, EHP and Advantage MD. This will also allow providers to check authorization status in the Availity portal.

Please see training session dates/times below and log in to Availity to register for the session of your choice as soon as possible. Once you register, you will receive an email with an invitation to the training session to add to your calendar.

- [May 21, 2024 at 11 a.m.](#)
- [May 23, 2024 at 2 p.m.](#)
- [May 24, 2024 at 10 a.m.](#)

Key Points of Availity Portal Phase II:

- Supporting clinical attachments can be attached to the prior authorization request upon submission to Availity. Authorization status will be visible through Availity, so providers can track the progress of their authorizations.
- Any prior authorization requests faxed in to UM prior to May 20, 2024 will be honored.
 - If an authorization with a date span beyond May 20, 2024 is approved via fax, you will **not** have to request a new authorization in Availity for dates of service after May 20; a new authorization request for a service authorized via fax would only be needed if you are requesting an extension of that authorization.
 - Authorization status for faxed requests cannot be checked in Availity; if a PA request was faxed, the sender will receive the decision via fax. Providers can contact Customer Service to check the status of any pending case that was faxed in to Johns Hopkins Health Plans UM.
- Use Availity to submit electronic prior authorization requests to John Hopkins Health Plans for Priority Partners, EHP and Advantage MD; faxes for prior authorization requests will be accepted for USFHP until Availity is implemented for USFHP. The [USFHP prior authorization form](#) with applicable fax numbers can be found on the provider website.
- If a prior authorization request cannot be submitted through Availity for some reason once implemented, we will accept a fax request for all plans. Fax numbers and PA request submission forms remain the same. Find these forms on the Johns Hopkins Health Plans [provider website](#) or in

Availity, Payer Spaces application.

- For newborns who do not have a member identification number yet, please fax notification/prior authorization [request](#).
- For an elective surgery that was authorized by Johns Hopkins Health Plans UM prior to May 20, 2024, please fax notification of admission.
- **Reminder:** Electronic submission of prior authorization requests through the Availity portal are for services reviewed by the Johns Hopkins Health Plans UM department. **Prior authorization processes for vendors (eviCore, Novologix, Progeny) are not affected by this change.**

For health systems on Epic, Payer Platform can also be implemented to submit prior authorization requests electronically for Priority Partners, EHP, Advantage MD **and USFHP** to the Johns Hopkins Health Plans UM team later in 2024. If Payer Platform is implemented, it will be the primary process for submitting prior authorization requests to Johns Hopkins Health Plans UM department, with Availity and USFHP faxes as a backup. Please let your Provider Relations representative know if you are interested in Payer Platform implementation.

A [recorded training session](#) that was held for a pilot group is available if you would like to view before the May 20, 2024 go live. Please log in to Availity to access the link.

Other Availity Updates:

- You can now access the eviCore portal directly through [Availity](#) (without having to log into HealthLINK), and the Novologix portal is directly accessible through Availity.
- The functionality to submit electronic claim payment disputes and medical necessity appeals through Availity for Priority Partners and EHP (without having to log into HealthLINK) is now available.
- For Advantage MD, please continue to fax or mail claim payment or clinical disputes until further notice.
- For USFHP, please continue to use [HealthLINK](#) for electronic submission of claim payment disputes and medical necessity appeals, or submit by fax or mail, until further notice.