



PROVIDER NOTICE

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

Provider Payments Resume for Advantage MD and US Family Health Plan

Effective Date: Week of June 17, 2024

Health Plan(s) Affected: US Family Health Plan (USFHP), Advantage MD

Type of Change: Provider Payment

Explanation of Change:

Johns Hopkins Health Plans (JHHP) is resuming provider payments for USFHP and Advantage MD following operational disruptions caused by the Change Healthcare (CHC) cyberattack. Starting the week of June 17, 2024, for USFHP and Advantage MD, JHHP will issue the first round of payments via PNC/ECHO.

Subsequent payments will continue to address claims processed from Feb. 21, 2024, onward. JHHP expects full reconciliation of pended payments within a few weeks. Once reconciliation is complete, providers can expect regular weekly payments. Remittances will be similar to the current PNC/ECHO remittances for Priority Partners and EHP. There will be ongoing enhancements to the USFHP and Advantage MD payment process, resulting in minor updates to remittance formats and payment details as the payments are released.

Providers currently registered with PNC/ECHO for Priority Partners and/or EHP do not need to take further action and will receive payments through their preferred method. If enrolled for EFT, you will receive USFHP and Advantage MD payments and remits electronically. If you are enrolled for paper checks, you will receive paper checks and remits for USFHP (please note, providers who were receiving paper checks for Advantage MD prior to the CHC incident have continued to receive paper checks and remits since Feb. 21, 2024).

Providers not yet registered with PNC/ECHO will receive their first payment since Feb. 21, 2024, as a virtual card (USFHP) or paper check (Advantage MD). Providers can then enroll with PNC/ECHO. Detailed enrollment instructions are included below.

Providers not enrolled with PNC/ECHO for EHP and Priority Partners should follow the important instructions below to ensure they receive timely USFHP and Advantage MD payments.

- JHHP recommends that providers call USFHP Customer Service at 800-808-7347, or Advantage MD Customer Service at 877-293-5325, as applicable, to confirm their remittance address on file, as their first payment and remittance after Feb. 21, 2024, will be mailed.

Outlined below are the payment options and any actions needed:

- **Virtual cards (USFHP only):** Your first payment will be issued as a virtual credit card with Explanation of Payment (EOP). Your office will receive notification by mail or fax for each payment containing a unique virtual credit card number, along with instructions for processing.

The steps for processing these payments are similar to how you manually enter patient card payments today. Be sure to enter the full amount of the payment prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship. **NO ACTION IS NECESSARY** to receive virtual card payments.

- **Electronic Funds Transfer (EFT) payments:** Once you receive your first payment via a virtual card for USFHP or via check for Advantage MD, you can enroll with PNC/ECHO. You will be able to use information from the virtual card (USFHP) or check (Advantage MD; draft number and payment amount), as well as your TIN and bank account information, to enroll in EFT.
 - To sign up to receive EFT only, or 835/EFT, from JHHP, visit <https://enrollments.echohealthinc.com/EFTERADirect/JohnsHopkins/>. **
 - To sign up to receive EFT only, or 835/EFT, from JHHP and all ECHO Health payers, visit <https://enrollments.echohealthinc.com>.** Additional charge may apply.
 - If additional assistance is needed, contact ECHO Health at 888.834.3511.
- **835 Electronic Remittance Advice (ERA):** Providers who enroll to receive EFT payments will continue to receive the associated ERAs. They will be distributed using the Payer ID 52123 for USFHP and 66003 for Advantage MD (Priority Partners, EHP and ElderPlus Payer ID is 52189).
- **Paper Check:** To receive paper checks and paper remits/EOPs for USFHP, you must elect to opt out of Virtual Card Services by contacting ECHO Customer Service at 888-697-6755 (8 a.m. to 6 p.m. ET). To request to receive paper checks instead of virtual cards you may also log onto <https://echovcards.com> ** and follow the prompts for opting out of virtual cards and requesting paper checks. You will need a copy of a virtual card payment to register. HIPAA verification along with a draft number and amount are required to complete the opt-out process.

Payment and Remittance Chart

Health Plan	Vendor	Payment Modality	Remittance Advice
Advantage MD	PNC/ECHO	EFT	835s – PNC/ECHO portal*
Advantage MD	Cognizant	Paper checks	Paper remittance mailed with payment
USFHP	PNC/ECHO	EFT	835s – PNC/ECHO portal
USFHP	PNC/ECHO	Virtual Card	Remittance by mail or fax

*PNC/ECHO Portal: providerpayments.com **

When can I expect to be paid for the claims I submitted?

Claims processed since Feb. 21, 2024, are sorted into 16 payment files. JHHP will start issuing payments from the first file the week of June 17 for USFHP and Advantage MD. Subsequent payments will be made over the next few weeks, with full reconciliation expected by early July 2024. Once reconciliation is complete, providers can expect regular weekly payments.

How will I receive payments?

- **Providers currently enrolled with PNC/ECHO:** Payments will be received via their preferred payment method.
- **USFHP providers enrolled with PNC/ECHO after Feb. 21, 2024:** The first payment will be via a virtual card, with details needed for converting to EFT or paper check provided. Subsequent payments will be via EFT or paper check, as preferred.
- **Advantage MD providers enrolled after Feb. 21, 2024:** The first payment will be via paper check and paper remittance. This information can be used to enroll in EFT, if preferred.

Will I receive or be able to view remits?

Providers enrolled with PNC/ECHO and receive an EFT payment can view remits within the PNC/ECHO portal for both USFHP and Advantage MD. Paper remits will be issued with paper checks. Claims payment detail will also be available on Availity (Advantage MD) and HealthLink (USFHP).

I have not received a check in the mail. Where is my payment?

Providers who have not received a check within 15 days after the paid date can call Advantage MD Customer Service 877-293-4998 (Option 1) or USFHP Customer Service at 800-808-7347 (Option 2). JHHP can check the status, verify your address and reissue a payment, if needed. If a virtual card was not received, please contact PNC/ECHO at 888-697-6755.

I am expecting payment from a claim adjusted in the MC400 system, which historically were paid via CHC. When will those payments be made?

JHHP will issue paper checks for any payments that must be made from MC400 for Priority Partners or EHP claims with DOS prior to Sept. 1, 2022, or Dec. 1, 2022, respectively. We anticipate sending these checks toward the end of June.

I received an advance payment. When do I need to pay that back?

Providers who received an advance payment will receive a repayment request once the full implementation with PNC/ECHO is complete for USFHP and Advantage MD. Please reference the repayment terms in the advance payment agreement for more details.

For additional detail and further updates as they are received, please [reference the FAQs on the Johns Hopkins Health Plans provider website](#).

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