



## Reminder: Electronic Prior Authorization Requests via Availity Requirement

**Effective Date:** Immediately

**Health Plans Affected:** Advantage MD, Employer Health Programs (EHP), Priority Partners

**Type of Change:** Process

### Explanation of Change:

As the influx of faxes to the Utilization Management (UM) team remains high, Johns Hopkins Health Plans would like to remind our provider network to use the [Availity](#) portal to submit electronic prior authorization (PA) requests for outpatient and inpatient services, as well as medical records for concurrent review, to UM for Priority Partners, EHP and Advantage MD. This portal also allows providers to check authorization statuses.

Please use Availity (the preferred and required method) for the following requests. Faxing should only be used as a backup method when Availity is unavailable. In the unlikely event that Availity is not accessible, providers will be notified and provided with a temporary fax number to accommodate submissions during the outage.

### Required Availity Portal Requests:

- PA for outpatient services
- PA for inpatient services (and notification of admission for elective admissions)
- Medical records for inpatient concurrent review (medical records for concurrent review may also be accessed/submitted through EMR or Epic if this has been established for your organization)

### Exceptions:

- **Newborns without a member ID:** Fax notification/prior authorization request.
- **USFHP:** Faxes for prior authorization requests will be accepted until Availity is implemented in August. Please use the [USFHP prior authorization form](#) and applicable fax numbers.
- **Vendors:** Prior authorization processes for vendors (EviCore, NovoLogix and ProgenyHealth) are not affected by this requirement.
- **Health systems on Epic:** Payer Platform can also be used to submit prior authorization requests electronically for Priority Partners, EHP, Advantage MD and USFHP to Johns Hopkins Health Plans UM. If you have Payer Platform, 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 using Payer Platform.