



Prior Authorization Requirement Tool Moving to Itiliti Platform

Effective Date: To Be Determined

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

Type of Change: Prior Authorization Requirement Tool

Explanation of Change:

Johns Hopkins Health Plans is committed to simplifying administrative processes so you can focus on what matters most: patient care. To support this goal, we are pleased to announce an upcoming transition to a more intuitive prior authorization experience.

What's Changing

Over the next several months, Johns Hopkins Health Plans will be replacing the current **JPAL** system with **Itiliti**.

Itiliti will serve as our primary platform for authorization requirement inquiries, offering a more modern and user-friendly process for your clinical and administrative teams.

What It Means for You

The move to Itiliti is designed to eliminate guesswork and reduce the time spent navigating complex coding requirements. Key benefits include:

- **Comprehensive information in one place:** Directly access prior authorization criteria, including specific medical policies, Evicore and NovoLogix, within the Itiliti tool.
- **Simplified navigation:** The process is straightforward – select the plan name, date of service and the applicable CPT or HCPCS code to get the information you need.
- **Enhanced efficiency:** By providing clear criteria upfront, Itiliti helps ensure your submissions are accurate from the start, leading to faster determinations.

Effective Date

The transition from JPAL to Itiliti is in progress and will take several months. We will provide a specific go-live date as we approach the launch, which will occur late Spring or Summer 2026.

Action Required

- **No administrative action is required on your part at this time.** There are no new credentials to manage or complex registrations to complete. Once the platform is live, your team will simply navigate to the Itiliti URL to begin using the tool immediately.
- **Support Resources.** We want to ensure your team feels confident using the new platform. To assist with the transition, Itiliti offers several [recorded webinars](#) that provide a comprehensive walk-through of the tool's features. These can be accessed at your convenience.