

## Select Functions on Availity Provider Platform Temporarily Unavailable to Providers

**Effective Date:** Immediately

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

**Type of Change:** Availity Functionality

### Explanation of Change:

Due to a connection issue with a vendor, certain functions on the [Availity](#) provider portal are currently unavailable to health plan providers in the Johns Hopkins Health Plans network. **NOTE:** The exception to this is US Family Health Plan (USFHP), where it is business as usual.

### Functionality Temporarily Disabled in Availity

- Authorizations - alternative fax process outlined below
- Authorization attachments - clinical documentation
- Claims status
- Eligibility and benefits inquiry

### Available Functionality in Availity

- Claims – safely submit claims as usual
- Appeals/Disputes process and forms
- Novologix access for medical injectable prior authorization requests
- Evicore access for specified medical procedures prior authorization requests

### Prior Authorization Requests

Please fax urgent prior authorization requests to the Utilization Management (UM) Department at the fax numbers listed below until further notice.

- Advantage MD, EHP, Priority Partners:
  - Inpatient (including post-acute care): 410-424-2770
  - Outpatient: 410-762-5205
  - Behavioral Health: 410-424-4891
- USFHP fax process remains the same:
  - USFHP Inpatient: 410-424-2602
  - USFHP Outpatient: 410-424-2603

We will provide updates as new, relevant information emerges. We apologize for any inconvenience this issue has caused our provider network.