



Important Update: Functionality on Availity Provider Platform Restored

Effective Date: April 25, 2026

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

Type of Change: Availity

Explanation of Change:

The connection issue has been resolved and all functionality on the Availity provider platform is restored and fully operational for Johns Hopkins Health Plans as of April 25, 2026.

Please resume using the Availity portal to securely perform tasks and processes with Johns Hopkins Health Plans.

As a reminder, Availity functionality includes:

- Authorizations
- Authorization attachments – clinical documentation
- Claims submission and status
- Eligibility and benefits inquiry
- Appeals/Disputes process and forms
- NovoLogix access for medical injectable prior authorization requests
- EviCore access for specified medical procedures prior authorization requests

Thank you for your patience and cooperation as we worked to resolve this issue.