

Provider Update

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.

Provider Payment Dispute Form Now Available on HealthLINK

Effective Date: August 3, 2020

Line(s) of Business Affected: Johns Hopkins Employer Health Programs (EHP), Priority Partners, Johns Hopkins US Family Health Plan (USFHP)

Type of Change: Process

Explanation of Change:

In an effort to streamline processes and further efficiency and convenience for our providers, Johns Hopkins HealthCare LLC (JHHC) now offers the Provider Payment Dispute Form on [HealthLINK](#), the secure, online web portal for JHHC members and their in-network providers. The form can be found under “References” on the [HealthLINK](#) home page. From the drop-down menu, select the “Provider Payment Dispute Form.”

NOTE: The Provider Payment Dispute Form on HealthLINK is available for EHP, Priority Partners and USFHP in-network provider payment disputes only. This enhancement does not apply to Johns Hopkins Advantage MD payment disputes at this time; the current Advantage MD Participating Provider Post Service Payment Dispute Submission Form should still be mailed or faxed in to submit Advantage MD payment disputes.

Advantages of web version of Provider Payment Dispute Form:

- **Fewer steps.** No need to download form, fill it out and then fax it to JHHC. Just complete the web-based form and submit.
- **Ability to submit up to 5 claims on a single web form.** If you want to dispute more than one claim, click on the yellow “Add” button for additional claims data sections.
 - The maximum claims submitted on a single form is limited to 5. You can add 5 claims, one at a time, for the same or different dispute reasons, or if you have multiple claims that are being disputed all for the same dispute reason, you can enter one claim into the system and attach an Excel spreadsheet to include the remaining claims as examples or for review.

Instructions on how to use the web version of the Provider Payment Dispute Form for EHP, PP and USFHP are available on the [JHHC Provider Education webpage](#) (scroll down to the “HealthLINK Job Aids” section) and within [HealthLINK](#).

Please note: [The Provider Claims/Payment Dispute Submission Form](#) is still available for download on [jhhc.com](#) in the Resources & Guidelines section under [Forms](#), and can still be mailed or faxed in at this time, in addition to the new web version of the form on [HealthLINK](#). Please continue to use the current Participating Provider Appeal Submission Form available for download on [jhhc.com](#) to mail or fax in clinical appeals for Johns Hopkins EHP, Priority Partners, and Johns Hopkins US Family Health Plan until further notice.