

Provider Update

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

CLARIFICATION on Update Regarding Peer-to-Peer Review Timeframes for Inpatient and Outpatient Cases

Effective Date: Oct. 1, 2020

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

Type of Change: Clarification of new timeframes for peer-to-peer reviews.

Explanation of Change: This message is a clarification of JHHC’s timeframes for the peer-to-peer review process, effective Oct. 1, 2020. If the treating physician wants to discuss their case with a physician reviewer, the physician must call the Utilization Management (UM) department at 888-401-3592, weekdays from 8:30 a.m. to 5 p.m., to request a peer-to-peer review.

Upon receipt of the faxed notification of denial, the peer-to-peer review must be requested within:

- Two (2) business days for inpatient cases
- Three (3) business days for outpatient/preservice cases

After the peer-to-peer review is requested, the review must take place within two (2) business days for both inpatient and outpatient cases.

COVID-19 Extension: While Maryland is under a State of Emergency due to COVID-19, we will further extend the timeframe for the peer-to-peer review to take place. During this time, after the peer-to-peer review is requested within the timeframes noted above, the peer-to-peer review must take place within five (5) business days. Once the State of Emergency ends, the allowed timeframe will automatically revert to the standard timeframes listed above.

*Per CMS, a denial cannot be overturned as a result of a peer-to-peer discussion for Johns Hopkins Advantage MD.

Revised Peer-to-Peer Review Process Timeframe		
Standard Review Process		
	Medical Inpatient Cases	Medical Outpatient Cases
Timeframe to request peer-to-peer review upon receipt of the faxed notification of denial	2 business days	3 business days
Timeframe for peer-to-peer review to take place after request	2 business days	2 business days
TOTAL days allowed for standard peer-to-peer review process	4 business days	5 business days
COVID-19 State of Emergency Extension		
Timeframe for peer-to-peer review to take place after request	5 business days	5 business days
TOTAL days allowed for peer-to-peer review process during COVID-19 State of Emergency	7 business days	8 business days

You can find detailed information about JHHC’s peer-to-peer review process in the [Provider Manuals](#).

Please contact the JHHC Provider Relations department at 888-895-4998 with any questions or concerns.

CLARIFICATION on Update Regarding Review Timeframes For Pharmacy Cases

Effective Date: October 1, 2020

Health Plans Affected: Priority Partners, Johns Hopkins USFHP

Type of Change: Process

Explanation of Change(s):

JHHC Pharmacy is amending its timeframe for the post denial review process for Priority Partners and USFHP.

Priority Partners and USFHP providers submitting self- and non self-administered pharmaceutical requests for review by JHHC Pharmacy department: Details regarding denial of a request and next steps (how to speak with reviewer or how to appeal) are included in the denial letter that is faxed to the provider.

- The review must be requested within three (3) business days upon receipt of the faxed notification of denial.
- After the review is requested, the review must take place within two (2) business days.

The extensions during the State of Emergency due to COVID-19 (outlined on page one) also apply for Pharmacy reviews and will revert back to the standard Pharmacy review timeframes when the State of Emergency is over.

Revised Pharmacy Review Process Timeframe	
Standard Pharmacy Review Process	
Timeframe to request review upon receipt of the faxed notification of denial	3 business days
Timeframe for review to take place after request	2 business days
TOTAL days allowed for standard review process	5 business days
COVID-19 State of Emergency Extension	
Timeframe for review to take place after request	5 business days
TOTAL days allowed for review process during COVID-19 State of Emergency	8 business days