



Provider Update

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

New Utilization Management Fax Numbers for USFHP

Effective Date: Feb. 15, 2021

Health Plan(s) Affected: Johns Hopkins US Family Health Plan (USFHP)

Type of Change: Process

Explanation of Change(s):

Beginning Feb. 15, Johns Hopkins HealthCare's Utilization Management department will have new, exclusive fax numbers for Johns Hopkins USFHP requests. Providers must use these new fax numbers for all USFHP* requests:

- USFHP Inpatient: 410-424-2602
- USFHP Outpatient: 410-424-2603

We are using these exclusive fax lines to improve workflows, expedite requests and adhere to security requirements. If providers send faxes to the old numbers for USFHP requests **after** Feb. 15, we will send a return fax notifying them of the correct numbers and instructing them to re-submit their request.

***USFHP providers cannot access the Urgent Outpatient Request fax number (410-424-2707) previously communicated in a Provider Update. They can only use the new USFHP fax numbers.**

NOTE: These are new fax numbers for **USFHP only**. Existing fax numbers for JHHC's other health plans (listed below) remain unchanged and are fully operational.

Priority Partners/Johns Hopkins EHP:

- Inpatient Initial: 410-424-2770
- Inpatient Concurrent: 410-424-4894
- Non-urgent Outpatient: 410-762-5205
- Urgent Outpatient: 410-424-2707

Johns Hopkins Advantage MD:

- Inpatient: 844-240-1864
- Outpatient: 855-704-5296

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