



# Provider Update

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

## Important Message About USFHP Fax Numbers

All inpatient and outpatient authorization requests must be sent to the following new fax numbers for Johns Hopkins US Family Health Plan members:

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

The above fax numbers are exclusive to USFHP and went into effect on Feb. 15.

Our Utilization Management department is still receiving USFHP clinical updates, notifications and inpatient and outpatient requests to other, incorrect fax numbers. This raises a serious concern for the confidentiality and security of the protected health information of USFHP members. In addition to security issues, using incorrect fax numbers for USFHP clinical updates and other information could cause delays in processing the information, which may result in LOI denials.

When providers send faxes to the old, incorrect USFHP fax numbers, they will receive a return fax notifying them of the correct numbers and that their request needs to be re-faxed to the appropriate number.

**NOTE:** These are newly designated fax numbers for **USFHP only**. Existing fax numbers for our other health plans remain unchanged and are fully operational.