

Provider Update

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

Post-Acute and Ambulance Authorization Fax Line for Acute Inpatient Facility Transfer to Post-Acute Levels of Care

Effective Date: Nov. 18, 2021

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

Type of Change: Process

Explanation of Change:

JHHC's Expedited Skilled Nursing Facilities (SNF) Fax Line will be expanding to now receive all post-acute requests and ambulance requests for authorization. This fax line will now receive requests for all post-acute settings listed as follows: SNFs, Acute Inpatient Rehab (ACIR), Long Term Acute Care (LTAC), and Ambulance requests. This process change will begin **Nov. 18, 2021**. The fax number is: **410-424-2703**. The purpose of expansion is to streamline the discharge process so providers have one route for prior authorization requests and to help support a quick and efficient transition for our members from acute facilities to post-acute facilities.

SNF authorization requests remain auto-approved for Advantage MD, Priority Partners, EHP and USFHP members from an acute inpatient facility for five (5) days for all in-network* SNFs.

ACIR and LTAC authorization requests require **prior authorization**, and they will be reviewed for medical necessity by a Utilization Management (UM) RN.

The hospital will be responsible for submitting the authorization requests and will need to have identified the receiving SNF/ACIR/LTAC facility prior to submitting a request to the plan. Be sure to fill out the authorization request form in its entirety before submitting request to JHHC. Authorizations for transfer to a lower level of care may be obtained by faxing the Utilization Management (UM) department Monday-Friday from 8 a.m. to 4 p.m. Authorization requests received on or after 4 p.m. on weekdays will be processed next business day. See **extended hours**** below for additional options.

- Fax the request to **410-424-2703**.
- Questions regarding an authorization status call Customer Service:
 - EHP, Priority Partners, USFHP customer service line: **410-424-4480**
 - Advantage MD customer service line: **844-560-2856**

Non-Emergent Ambulance Transfer Requests fax to 410-424-2703:

Johns Hopkins Advantage MD: ambulance requests from acute setting to any discharge disposition require prior authorization. The hospital must submit:

- Physician Certification Statement noting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

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

Johns Hopkins EHP: all non-emergent ambulance requests require prior authorization. The hospital must submit:

- Clinical documenting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

Priority Partners: ambulance requests do not require prior authorization **except** when the request is from hospital to home. For all home environment discharge ambo requests submit an Authorization Request Form.

- Clinical documenting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

Johns Hopkins USFHP: all non-emergent ambulance requests require prior authorization. The hospital must submit:

- Clinical documenting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

***NOTE:** If a request is submitted for an out-of-network SNF, the request will be pended for a UM nurse to review.

****Extended hours for urgent discharge authorization requests**

After hours, on weekends, and during holidays, please call the UM on-call pager at **800-307-9730**. Please use the pager during any extended hours described below.

- Weekends and holidays: 8 a.m. to 7 p.m.
- Normal business days 5 p.m. to 7 a.m.