

Provider Update

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

PNC Healthcare to Provide Claims Payments/Remittance Services for EHP and Priority Partners

Johns Hopkins HealthCare, LLC (JHHC) has engaged PNC Healthcare and ECHO Health, Inc., to provide new electronic methods via their Claims Payments & Remittances (CPR) service. Beginning around **August 16, 2021**, payment for EHP and Priority Partners *only* will be issued using the new CPR service. This service allows you to log into a website to access a detailed explanation of payment (EOP) for each transaction. Please note, this change *does not* apply to Advantage MD and USFHP; these plans will remain with Change HealthCare.

Payment options and action items for EHP and Priority Partners providers:

1. **Virtual Card Payments: Beginning August 16, 2021**, your first payment will be issued as a Virtual Credit Card with your Explanation of Payment (EOP). Your office will receive notification, by mail or fax, for each payment containing a unique virtual credit card number, along with instructions for processing. The steps for processing these payments are similar to how you manually enter patient card payments today. Be sure to enter the full amount of the payment prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship. **NO ACTION IS NECESSARY to start receiving virtual card payments.**

2. **Electronic Funds Transfer (EFT) Payments:** If you are currently enrolled in EFT with Change Healthcare and want to continue receiving electronic payments, the following action(s) will ensure a smooth transition to the new CPR service:

- **Early enrollment:** This is only an option if you have a previous/existing relationship with ECHO and the CPR service through another health plan. You will need to provide a check/draft number and payment amount from a payment issued via ECHO Health Inc., as well as your TIN and bank account information.

To sign up to receive EFT only, or 835/EFT, from JHHC, visit

<https://enrollments.echohealthinc.com/EFTERADirect/JohnsHopkins/>

To sign up to receive EFT only, or 835/EFT, from JHHC and all PNC Healthcare payers, visit

<https://enrollments.echohealthinc.com/>.

- **Standard enrollment:** If you do not enroll early, your first payment will be a virtual card. Once you receive this first payment via a virtual card, you can enroll with PNC Healthcare and ECHO Health. Please use information from the virtual card (draft number and payment amount), as well as your TIN and bank account information, to enroll in EFT.

To sign up to receive EFT only, or 835/EFT, from JHHC, visit

<https://enrollments.echohealthinc.com/EFTERADirect/JohnsHopkins/>.

To sign up to receive EFT only, or 835/EFT, from JHHC and all ECHO Health payers, visit

<https://enrollments.echohealthinc.com>.

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3. **Paper Check:** To receive paper checks and paper EOPs, you must elect to opt out of Virtual Card Services by contacting Customer Service at 888-697-6755 (8am-6pm ET). HIPAA verification along with a draft number and amount are required to complete the opt-out process.

835 Electronic Remittance Advice (ERA):

Providers who enroll to receive EFT payments will continue to receive the associated ERAs. Since the ERAs will be generated from the ECHO Health system, they will be distributed using the Payer ID 58379. **ACTION NEEDED: Please update your practice management system to accept the new Payer ID 58379.** Retain prior JHHC Payer IDs for historical claims payments and remittances.

In another enhancement, providers will now be able to log into www.providerpayments.com to access and download all generated and detailed EOPs for your provider transactions from JHHC and all other PNC Healthcare payers. Please visit the Provider Education section of the JHHC website (jhhc.com) for instructions and FAQs. **Note:** Payment information will also continue to be available on the JHHC provider portal, [HealthLINK](#).

If you have additional questions regarding your payment options, please contact Customer Service at 888-697-6755 (8 a.m.-6 p.m. ET).

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