

Provider Update

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

IMPORTANT: Go-Live Date for Switch to PNC Healthcare for Provider Claims, Payments/Remittance Services for EHP and Priority Partners Moved to Fall 2021

Previous Effective Date: Aug. 16, 2021

New Effective Date: Fall 2021

Health Plans Affected: Johns Hopkins Employer Health Programs (EHP) and Priority Partners

Johns Hopkins HealthCare (JHHC) is preparing to switch to PNC Healthcare and Echo Health, Inc. for claims, payments and remittance services for Johns Hopkins Employer Health Programs (EHP) and Priority Partners. We previously communicated that the go-live date was August 16, 2021. Instead, the switch now will occur in **fall 2021**. A specific go-live date and more information is forthcoming. JHHC apologizes for any inconvenience and confusion to our providers.

Providers can call ECHO at 888-697-6755 with any questions concerning the transition to PNC Healthcare.

Background:

JHHC has engaged **PNC Healthcare and ECHO Health, Inc.**, to provide new electronic methods via their Claims Payments & Remittances (CPR) service. Beginning in **fall 2021**, payment for EHP and Priority Partners *only* will be issued using the new CPR service. This service allows providers to log into a website to access a detailed explanation of payment (EOP) for each transaction.

Please note, this change *does not* apply to Johns Hopkins Advantage MD and Johns Hopkins US Family Health Plan; these plans will remain with Change HealthCare.

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 payment options, please contact Customer Service at 888-697-6755 (8 a.m.-6 p.m.).