



PROVIDER NOTICE

Provider Relations Department 1-888-895-4998

JHHC Announces Transition to New Claims Processing Platform

Effective Dates: August 1, 2022 and October 1, 2022

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

Type of Change: Claims processing and management

Explanation of Change:

Johns Hopkins HealthCare is transitioning its claims processing operations to the Facets platform for **Priority Partners, Johns Hopkins EHP and ElderPlus.**

Facets is the leading platform in the health care industry, offering a next-generation solution that integrates claims and revenue management in a flexible platform. Johns Hopkins Advantage MD (Medicare Advantage plan) is already on the Facets system.

This migration from our current legacy system to Facets is tentatively scheduled to occur on **August 1, 2022** for Priority Partners and **October 1, 2022** for EHP and ElderPlus. It will involve several process changes affecting JHHC network providers. Details will be forthcoming next month.

NOTE: There will be limited impact on members except for the issuing of new ID cards, new membership numbers and updated claims submission information.

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