



PROVIDER NOTICE

Provider Relations Department | 888-895-4998

Facets, Optum CES and PNC Conversion-Go Live Date for Priority Partners, EHP and ElderPlus

Effective Date for Priority Partners: Sept. 1, 2022

New Effective Date (Tentative) for EHP and ElderPlus: Dec. 1, 2022

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

Type of Change: Claims Submission and Management System, Claims Editing System, and Claims Payment and Remittance Service

Explanation of Change:

In an effort to transform and improve the efficiency of our processes, Priority Partners, EHP and ElderPlus will convert to Facets, an industry standard claims submission and management system. The Facets system will replace the MC400 system. As previously advised, **Sept. 1, 2022 is the effective date for Priority Partners. We now expect Facets will be operational on Dec. 1, 2022 for EHP and ElderPlus.**

The transition from the McKesson ClaimCheck to the Optum CES claims editing system will also now be effective on Sept. 1, 2022 for Priority Partners and Dec. 1, 2022 for EHP (Optum will not be implemented for ElderPlus). All claims submitted prior to the effective date for each health plan will not be affected.

In addition, the transition from Change HealthCare to PNC Healthcare for electronic claims payments and remittances will be effective on Sept. 1, 2022 for Priority Partners and on Dec. 1, 2022 for EHP and ElderPlus. The Explanation of Payment/Remit format will change slightly; Echo/PNC standard formatting will be used.

New Priority Partners member ID cards will be mailed out to members mid-August. New EHP and ElderPlus member ID cards will be mailed out to members mid-November.

Additional details regarding the Facets transition can be viewed at [Facets Migration-Important Information](#).

Please see the sample new Priority Partners member ID cards on the next page.

Sample Priority Partners Member ID Card

 <p>Customer Service: 1-800-654-9728 TTY LINE: 410-424-4643 www.ppmco.org</p> <p>Name: J PENNAME</p> <p>ID#: 101234567*00 Case #: 112497079</p> <p>Doctor: ANONYMOUS PROVIDER MD Doctor Phone: (301) 000-0000</p> <p>RX Co-Pay: \$1.00 RX Co-Pays apply to members age 21+</p> <p>Group: RX6810 PCN: ADV Bin #: 610084</p> <p></p>	<p>Recipient #: 44302102004 Eff. Date: 03/01/2022</p> <p>X000001</p> 	<p>Benefits & Customer Service 1-800-654-9728 <i>Call us before any inpatient admission or within 24 hours of urgent/emergency inpatient admission.</i></p> <p>Maryland Health Connection 1-855-642-8572</p> <p>Vision Benefits Dental Benefits Superior Vision 1-800-428-8789 DentaQuest 1-800-698-9611</p> <p>Pharmacy Information 1-855-298-4258</p> <p>Maryland Department of Health HealthChoice Enrollee Help Line 1-800-284-4510</p> <p>Behavioral Health 1-800-888-1965</p> <p>Submit claims to: Priority Partners MCO P.O. Box 4228 Scranton, PA 18505</p>
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Some important Priority Partners ID card notes:

- Member identification numbers will still have a 9 digit + 2 digit suffix format, with the 2 digit suffix being the person number.
- Prior to Sept. 1, Priority Partners member identification numbers started with 00 and the person number for the subscriber was 01; as of Sept. 1, the Priority Partners member identification number starts with 10 and the person number for the subscriber is 00.
- PCP designation will be an individual provider instead of a provider group.
- The claims address on the back of the member ID card will be updated to: P.O. Box 4228, Scranton, PA 18505.