

Use Updated Priority Partners Forms for Newborn Notification and Provider Changes to Ensure Timely Processing of Claims in Facets System

Health Plans Affected: Priority Partners

Type of Change: Required forms for Facets claim processing

Explanation of Change:

As you are aware, Johns Hopkins HealthCare (JHHC) switched to the Facets claims processing system for Priority Partners on Sept. 1, 2022.

With this change, it was necessary to update certain Priority Partners forms to correctly align with the new system.

Please use these revised forms, which can be found on the [Forms page](#) of the Provider website. **The old version of the forms will no longer be accepted and cannot be processed.**

- Priority Partners [Newborn Enrollment Notification Form](#)
- Priority Partners [Primary Care Provider Change Form](#)
 - **NOTE:** All Priority Partners members were assigned an individual primary care provider (PCP), not a provider group, as of Sept. 1, 2022.
 - Please do not submit a Provider Change Form requesting members be assigned back to their former provider group, instead of the individual PCP assignment. Priority Partners members can no longer be assigned at the group level.
 - If members see a primary care provider in the same group as their assigned PCP, and that PCP bills under the same TIN and group NPI number as the assigned PCP, **the claims will pay.**