



PROVIDER NOTICE

Provider Relations Department 1-888-895-4998

Reminder: Facets Go Live Date for EHP and ElderPlus Is Dec. 1, 2022

Effective Date: Dec. 1, 2022

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

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

Explanation of Change:

As previously communicated, in an effort to transform and improve the efficiency of our processes, EHP and ElderPlus will convert to Facets, an industry standard claims submission and management system, effective Dec. 1.

The transition from McKesson ClaimCheck to Optum CES claims editing system will also now be effective on Dec. 1 for EHP (Optum will not be implemented for ElderPlus). All claims submitted prior to the effective date for EHP will not be affected.

In addition, the transition from Change HealthCare to PNC Healthcare for electronic claims payments and remittances also will be effective on Dec. 1 for EHP and ElderPlus. The Explanation of Payment/Remit format will change slightly: Echo/PNC standard formatting will be used. For more information on this switch, please see [PNC Healthcare information](#) as previously communicated. If you have already enrolled with PNC for Priority Partners, you do not need to enroll again for EHP and ElderPlus. However, please contact PNC Customer Service at 888-697-6755 (8 a.m.-6 p.m. EST), if you do not want to receive payments via a virtual card.

New EHP and Elder Plus member ID cards for current members will be mailed out by the end of November. New member cards will be issued in mid-December for anyone who is new to EHP or ElderPlus, anyone who changes from one EHP plan/group to another, or if there are changes to the card based on the 2023 plan (i.e., copay change). All other current members will NOT receive another card for Jan. 1, 2023.

View earlier communications regarding the Facets transition at [Facets Migration-Important Information*](#).

Member Identification Card Changes:

Please see the sample of new EHP and ElderPlus member ID cards. A few things to note (see next page):

JOHNS HOPKINS EHP JHH/JHSC PPO Plan Eff. Date: 12/01/2022

Member: SAMPLE MEMBER
 ID#: 10000016*00
 Group #: E0009100/001C
 Plan #: JP1C0000

CVS caremark

Generic: \$10
 Preferred: \$40
 Non-Preferred: \$65

Bin: 004336
 PCN: ADV
 Group: RX6795

PCP Name: SAMPLE PCP
 PCP: Designated \$10
 Non-Designated: \$20
 Urgent Care Facility: \$25
 Emergency Room: \$250

Plan Deductible:
 Individual \$150 Family \$300
 Plan OOP Max (Medical):
 Individual \$1500 Family \$3000

Higher amounts apply for Out of Network care.
 For more info, consult your Summary Plan Description,
 call 800-261-2393, or visit www.EHP.org

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Cigna
Cigna PPO

EHP Customer Service: 1-800-261-2393
 Website: EHP.org
 Provider Search: EHP.org/provider
 Pharmacy Information: 1-888-543-4921
 Mental Health and Substance Use Disorder: 1-800-261-2429

Notice: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.

Providers: Precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card.
 EHP Precertification: 1-800-261-2421

Submit claims to: Johns Hopkins Employer Health Programs - EHP
 P.O. Box 4227, Scranton, PA 18505
 Electronic Payer ID: 52189

Cigna Eligibility/Benefits/Precertification: 800-261-2393
 Benefits are not insured by Cigna or affiliates.

MultiPlan
Complementary Network

AWAY FROM HOME CARE

For EHP, member identification numbers will still have 11 characters, but they will all begin with “1” and their person number (the last two digits of the 11 character ID) will be slightly different:

- 00 (subscriber)
- 01, 02, 03, 04, etc. (dependents)

The group, subgroup, and plan codes for EHP will all be changing. In the case of the example E00092/00, the new group/subgroup would be:

- E0009200/001C

The plan code would be either JPI C0000, JP3C0000, JP5C0000, or JEI C0000, as opposed to JPI, JP3, JP5, JEI.

- Primary Care Physician designation will be individual provider instead of group.
- Claims address on the back of the member identification card will be updated to: P.O. Box 4227, Scranton, PA 18505



For ElderPlus, the member identification number will still be 11 numeric characters but the identification number will end with “00” instead of “01.”

The chart below details the new ElderPlus group ID and plan ID that will be noted on the new member identification card:

Group ID	Group Description	Subgroup ID	Subgroup Description	Plan ID	Plan Description
H0000100	Hopkins ElderPlus Plans	MD00	Maryland	H0001001	HOPKINS ELDERPLUS (PACE)
H0000100	Hopkins ElderPlus Plans	MD16	Maryland	H0002001	Over 65 Medicaid/Medicare
H0000100	Hopkins ElderPlus Plans	MD16	Maryland	H0002003	Under 65 Medicaid/Medicare
H0000100	Hopkins ElderPlus Plans	MD16	Maryland	H0002005	Private Pay
H0000100	Hopkins ElderPlus Plans	MD19	Maryland	H0003002	Over 65 Medicaid only
H0000100	Hopkins ElderPlus Plans	MD19	Maryland	H0003004	Under 65 Medicaid Only
H0000100	Hopkins ElderPlus Plans	MD20	Maryland	H0004001	Over 65 Medicare Only
H0000100	Hopkins ElderPlus Plans	MD20	Maryland	H0004002	Under 65 Medicare Only

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