

Facets Migration for EHP and ElderPlus Reminder

Effective Date: Dec. 1, 2022

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

Type of Change: Claims processing system

Explanation of Change:

As previously communicated, Johns Hopkins EHP and ElderPlus have been migrated to Cognizant's Facets system effective Dec. 1.

New Member ID Cards and PCP Assignment

- New EHP and ElderPlus member ID cards have been mailed out and should have been received by members. The new ID cards include new member ID numbers, group numbers and plan numbers.
- This new ID card will be the one members use for 2023. New member ID cards for 2023 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 new member ID card for Jan. 1, 2023.
- Primary Care Provider (PCP) assignment will be at an individual level as of Dec. 1, due to the system migration.
 - If the member chose a PCP site at enrollment, had claims history with an individual provider at that site and the provider was still at that site, the member was assigned to that individual provider as of Dec. 1.
 - If the member had no recent claims history at their assigned PCP site, the member was assigned to a random provider at that site. Johns Hopkins HealthCare attempted to distribute members equally among all providers listed at that site.
 - EHP members can change their individual PCP by calling Customer Service at 410-424-4450 or 800-261-2393, which will generate a new member ID card.
 - Members are able to see any provider at the same site/group as the assigned PCP on the member ID card. Facets is configured to pay the claim as if the member saw the assigned PCP.
- The old ID cards and member ID numbers will be accepted after Dec. 1, as claims with dates of service post-Dec. 1 will be routed to Facets automatically.

Claims Submission

- The process for electronic submission of claims will remain the same. The new claims mailing address for paper claims is as follows:
 - **EHP:** P.O. Box 4227, Scranton, PA 18505 (date of service Dec. 1, 2022 or after)
 - **Hopkins ElderPlus:** P.O. Box 4077, Scranton, PA 18505 (date of service Dec. 1, 2022 or after)

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

- The claims editing system will change from McKesson ClaimCheck to [Optum CES*](#).
- Electronic claims payment and remittance service will change from Change HealthCare to [PNC Healthcare*](#). 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.

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