



PROVIDER NOTICE

Provider Relations Department | 1-888-895-4998

EHP Behavioral Health Claims Payments

Effective Date: Feb. 3, 2023

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

Type of Change: Claims

Explanation of Change:

As previously communicated, Johns Hopkins HealthCare (JHHC) migrated its Johns Hopkins EHP health plan to the Facets claims system effective Dec. 1, 2022. As part of our due diligence to ensure claims process accurately, we have been conducting comprehensive audits on behavioral health claims prior to their release, which resulted in delayed payments. We sincerely apologize for the inconvenience this effort may have caused and have prioritized the release of behavioral health claims. Many claims have recently been paid; for the remaining claims that we have not already processed, the majority will go out the week of Feb. 6, 2023.

- [Facets reminder*](#)

Johns Hopkins EHP also migrated to PNC/ECHO from Change HealthCare for claims payment and remittance service effective Dec. 1, 2022. If you already have a relationship with PNC/ECHO for another payer, please contact PNC to enroll for Johns Hopkins EHP if you have not already.

If not, you will need to receive your first payment from PNC/ECHO via virtual card or paper check in the mail, then contact PNC/ECHO to enroll and use that explanation of payment to complete identity security validation.

Enroll with PNC/ECHO

- [Online through the enrollment site](#)
- Questions about enrollment, call PNC/ECHO Customer Service at 888-834-3511

Thank you for your partnership and delivering quality care to our members.

If you have further questions, please call JHHC Provider Service at 888-895-4998 or 800-261-2393.

*If the link to this PDF breaks, please visit our [Communications Repository](#).