



PROVIDER NOTICE

Provider Relations Department | 1-888-895-4998

Balance Transfers from MC400 to Facets

Effective Date: July 2023

Health Plans Affected: Johns Hopkins Employer Health Programs (EHP), Priority Partners, Hopkins Elder Plus

Type of Change: Claims Process

Explanation of Change:

Johns Hopkins HealthCare (JHHC) has completed our conversion from MC400 to Facets for claims processing for EHP, ElderPlus and Priority Partners. Since late 2022, we have been paying all new claims with dates of service after the conversion on this new Facets system.

Over the next three to six months, if a provider has an outstanding balance in the old MC400 system, we will begin moving those balances into our new Facets system. If a provider has any positive claims and an outstanding balance at the time of a payment run, they will see an offset resulting in a zero (or reduced) payment. This offset will appear on the regular remittance.

If you have an offset on your regular remittance and you have any questions, please reach out to our Customer Service team. They will be able to confirm the balance was moved from MC400 or they can direct you to the team that can provide any additional detail you need.

- **EHP Customer Service:** 410-424-4450 or 800-261-2393
- **Priority Partners Customer Service:** 410-424-4500 or 800-654-9728

Please call JHHC Provider Relations at 888-895-4998 (option 4) with any questions or concerns.