



PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

This update contains pertinent information about changes that will impact the Johns Hopkins Health Plans provider network

New Multi-Payer Portal, Availity, Launching Oct. 21

Effective Date: Oct. 21, 2023

Health Plans Affected: Advantage MD, Employer Health Programs (EHP), Priority Partners

Type of Change: Process

Explanation of Change:

As part of our continuing effort to boost efficiency and streamline processes, Johns Hopkins Health Plans is introducing a new provider portal developed in collaboration with our vendor, Availity.

Availity Essentials is a secure, real-time platform that connects providers with payers to help providers manage medical benefits and insurance claims. The portal allows providers to view remittances, validate eligibility and benefits and track claims with ease. The impetus for the switch to Availity Essentials is to lighten administrative burdens while engaging with Johns Hopkins Health Plans, giving providers time back in their day to deliver exceptional patient care.

Johns Hopkins Health Plans will take a phased approach with the new provider portal. At launch, the Availity portal will be implemented for Priority Partners, Advantage MD and EHP. Johns Hopkins US Family Health Plan will be added to the portal at a later date; in the meantime providers will continue to use the HealthLINK portal.

Starting Oct. 21, 2023, the following functions will be available for Priority Partners, Advantage MD and EHP providers:

- Member eligibility requests and benefit information
- Electronic claims submission
- Claims status
- Remittance and claims payment information
- Insights into financial and administrative transactions

In addition, the new portal will offer the following resources:

- Providers can access commonly used forms, find customer service numbers for our plans, review policies and procedures and more.
- Providers can keep up to date on our communications and provider education presentations.

Please Note: As we transition fully to the new provider portal, our current portal, HealthLINK, will still be available so providers can access needed functions and resources.

Information on upcoming Availity training opportunities, how to register for Availity and other topics will be addressed in Provider Updates released in the next few months.

Please contact the Johns Hopkins Health Plans Provider Relations department at 1-888-895-4998 with any questions or concerns.