



PROVIDER NOTICE

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

Upgrade to JPAL Prior Authorization Tool For Advantage MD Providers

Effective Date: Sept. 9, 2023

Health Plans Affected: Advantage MD

Type of Change: Process

Explanation of Change:

In order to ensure the Johns Hopkins Health Plans prior authorization lookup tool (JPAL) for providers continues to provide accurate prior authorization requirements, JPAL will pull exclusively from Facets effective Sept. 9, 2023 for Advantage MD.

The JPAL tool will look and work the exact same way, but we just wanted to make you aware in case you notice any changes in JPAL verbiage. The new feed should allow for better, more accurate detail so we hope you find this update beneficial.

As always, we recommend that you keep screen shots of JPAL on file when authorization requirements are checked, and if there are any questions regarding information seen in JPAL prior to Sept. 9 and after Sept. 9, please follow the payment dispute process as documented in the Advantage MD provider manual.