

# PROVIDER NOTICE

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

## Availity Essentials, New Multi-Payer Portal, Launches Oct. 21: Provider Training Information

**Effective Date:** Oct. 21, 2023

**Health Plan(s) Affected:** Priority Partners, Employer Health Programs (EHP), Advantage MD

**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. If you are already registered with Availity, please plan to attend one of the Johns Hopkins Health Plans training sessions listed below:

- [Webinar 1: Tuesday, Oct. 24, 10 a.m. to 11 a.m. ET\\*](#)
- [Webinar 2: Thursday, Oct. 26, 11:30 a.m. to 12:30 p.m. ET\\*](#)

Starting Oct. 21, 2023, the first phase of the Availity Essentials portal implementation will be available for Priority Partners, Advantage MD and EHP providers (US Family Health Plan will be added to the portal in 2024). Features include:

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

In addition, Availity Essentials will offer the following resources:

- In the Resources tab, providers can access commonly used forms, find customer service numbers for our plans, review policies and procedures, and more.
- In the News and Announcements tab, providers can keep up to date on our communications and provider education presentations.

**Please Note:** As we transition fully to Availity Essentials, our current portal, HealthLINK, will still be available so providers can access needed functions and resources. US Family Health Plan providers will continue to use the HealthLINK portal.

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