

PROVIDER NOTICE

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

Availity Essentials, New Multi-Payer Portal, Launched Oct. 21: New Provider Training Date Added Nov. 28

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 introduces 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.

New Additional Training Date:

- [Tuesday, Nov. 28, 12–1 p.m.](#)
The link above can only be accessed by registered providers. [Register with Availity](#).*
- [Please see the Availity training handout here](#)

As of Oct. 21, 2023, the first phase of the Availity Essentials portal implementation is available for Priority Partners, Advantage MD and EHP providers (USFHP will be added to the portal in 2024). First-phase features include:

- Member eligibility requests and benefit information
- Electronic claims submission
- Claims status
- Claims payment information
- Insights into financial and administrative transactions
- JPAL (check prior authorization requirements prior to rendering services)

Coming in 2023:

Direct access to eviCore and Novologix portals, electronic submission of payment disputes and clinical appeals for Priority Partners and EHP. (These functions can currently be accessed for Priority Partners and EHP via the link to HealthLINK in the [Availity*](#) portal under the Resources tab.) Payment disputes for Advantage MD must still be submitted via fax or mail until further notice.

Coming in 2024:

- Electronic submission of prior authorization requests.
- Authorization status

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. Johns Hopkins US Family Health Plan providers will continue to use the HealthLINK portal.

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