



Provider Update

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.

Referral and Authorization Requests Not Accepted in HealthLINK

A recent audit of our systems showed that some providers have attempted to enter referral and authorization requests in HealthLINK@Hopkins. In some cases, these requests were voided and the requests were returned to the provider.

In light of this discovery, we thought it would be a good time to go over JHHC's request process. Referral and authorization requests should not be entered into our system through HealthLINK. For all lines of business, referral and authorization requests to our Utilization Management (UM) department must be submitted **only** via the fax numbers listed below:

- **Advantage MD:** 410-424-2621
- **EHP:** 410-762-5205
- **Priority Partners:** 410-762-5205 or 410-424-4603
- **USFHP:** 410-762-5205 or 410-424-4603

Providers are able to check their authorization status in HealthLINK once they are submitted by fax. However, if you also send the initial referral request through HealthLINK, it will be rejected and you will then be notified that the referral request needs to be faxed to UM.

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns.