



Provider Update

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

Frequently Asked Questions Regarding Authorization Requests from an Acute Inpatient Facility to a Participating Skilled Nursing Facility (SNF) for All JHHC Plans

Q: Is the expedited SNF authorization process in place for all JHHC plans?

A: As of January 21, 2020, the expedited SNF authorization process will be in place for all JHHC plans: JH Advantage MD (this process was effective 8/27/19 for JH Advantage MD), Priority Partners, JH Employer Health Programs, and Johns Hopkins US Family Health Plan.

Q: Does the Medicare “3 Day Rule” apply to JH Advantage MD members?

A: No, a JH Advantage MD member does not have to be in the hospital for 3 consecutive days/nights in order for SNF placement to be covered. A JH Advantage MD member can be transferred/admitted to a Skilled Nursing Facility when it is clinically appropriate.

Q: What authorization form should be used when requesting a SNF authorization?

A: Please see the link below and fax the appropriate Authorization Request Form (one for JH Advantage MD, one for PP, JH EHP, and JH USFHP) with supporting documentation to 410-424-2703. The Authorization Request Form is mandatory in order for JHHC to receive all information necessary to process the request, and so the request is routed properly within JHHC.

https://www.hopkinsmedicine.org/johns_hopkins_healthcare/downloads/amd/amd_prior_authorization.pdf

https://www.hopkinsmedicine.org/johns_hopkins_healthcare/downloads/all_plans/pp-ehp-usfhp-authorization-request-form.pdf

Q: How should an authorization for non-emergent ambulance transport to the SNF be requested?

A: Please use the appropriate Authorization Request Form as noted above and fax to 410-424-2703, including the Physician Certification Statement.

Q: What phone number should I call if I have questions about the SNF authorization process?

A: 410-762-5210

Q: When will I receive a response regarding my SNF authorization request?

A: If the request is received during JHHC hours of operation, you will receive a response the same day as the request.

***NOTE: If the request is for authorization to an out-of-network SNF, the request will be pended for a UM nurse to review.**

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



Q: What are the JHHC hours of operation for the SNF authorization process? What if I have a request after hours?

A: 7:30 a.m. - 4:00 p.m. - Monday - Friday. If a request is received after hours of operation, you will receive a response the next business day.

Q: If 5 days at a SNF will be approved initially, why are PT/OT notes and other clinical information required?

A: Even though we are expediting the transfer to SNF with this process, we still require clinical justification as evidence of medical necessity to support any audits.

Q: Is bed level required when submitting an authorization request?

A: Bed level should be provided if available, but if not, JHHC will enter the case at the lowest level.

Q: A valid diagnosis is required-what does that mean?

A: Please include a current, valid ICD-10 diagnosis code for the member with the authorization request.

Q: What phone number should I call if I have questions about the SNF authorization process?

A: 410-762-5210

Q: Will SNF authorization requests be accepted from a Skilled Nursing Facility?

A: No, the SNF authorization request must be submitted by the discharging hospital, as the hospital has all applicable clinical information and we do not want to generate multiple authorizations for the same patient, which would delay the authorization process.