



Provider Update

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

Expedited Authorization for Transfer from an Acute Inpatient Facility to a Skilled Nursing Facility (SNF) for Priority Partners, Johns Hopkins Employer Health Programs, and Johns Hopkins US Family Health Plan Members

Effective January 21, 2020, JHHC will expeditiously approve the transfer of a Priority Partners, JH EHP, or JH USFHP member from an acute inpatient facility for five (5) days at an in-network* Skilled Nursing Facility (SNF) when the following conditions are met (this process is already in place for JH Advantage MD members as of August 27, 2019):

It is the Hospital's Responsibility to:

- Identify the SNF where the member will be transferred.
- Provide the appropriate supporting clinical documentation to JHHC in the authorization request, along with a valid diagnosis.
- Fax an authorization request to JHHC for the SNF transfer. Requests must be submitted with a completed Authorization Request Form, accompanied by complete clinical documentation. When requests are received without clinical documentation, JHHC intake staff will fax the hospital and request the required documentation.
- Clinical documentation must include, at a minimum:
 - PT and OT notes
 - Wound management
 - Respiratory management
 - Progress notes
 - History and physical
- Bed level should be entered at the time of the request.
 - If a request is received without a bed level, JHHC will enter the case at the lowest level.
- When a member requires non-emergent ambulance transportation to a SNF, the hospital must also submit a separate ambulance authorization request when it is medically necessary for the member.
 - Non-emergent ambulance transportation requests require the submission of a Physician Certification statement from the hospital. Requests submitted without this form will be pended for clinical review.

Where to Submit SNF Authorization Requests and Non-Emergent Ambulance Authorization Requests:

- Fax the request to **410-424-2703**.
 - A dedicated Utilization Management (UM) representative is available at 410-762-5210 to answer questions.

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



- When the conditions outlined above are completed and JHHC approves the 5 days, a Concurrent Review Task is created for the appropriate JHHC UM reviewer with a case follow-up date, and an approval letter is sent by JHHC to the member, along with a fax to the hospital.
- If the above conditions are not met, the request will be pended for a JHHC UM nurse to review.

What If the SNF Authorization Request is for More Than 5 Days?

- If JHHC receives a request beyond the 5-day expedited approval, the Utilization Management department will reach out to the hospital as part of their concurrent review for medical necessity.

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