**Referral Required**

- For services provided in-office (Place of Service 11), outpatient hospital (Place of Service 22), or ambulatory surgery centers (Place of Service 24) by

  - To verify benefit coverage call: 1-800-654-9728

- For substance abuse assistance, members should call: 410-424-4830 or 1-888-281-3186

  - Fax substance abuse treatment plans to: 410-424-4891

  - To check authorization status, access your HealthLINK@Hopkins account by visiting www.jhhc.com

- The following services are not part of the Priority Partners benefit

  - For urgent requests (delay will seriously jeopardize the life or health of a member, or severe pain), mark URGENT and fax to: 410-424-4603 or call Care Management at: 1-800-261-2421 or 410-424-4480

- For urgent requests (delay will seriously jeopardize the life or health of a member, or severe pain), mark URGENT and fax to: 410-762-5205 or call Customer Service at: 1-800-664-9728

- For urgent requests (delay will seriously jeopardize the life or health of a member, or severe pain), mark URGENT and fax to: 410-424-4603 or call Care Management at: 1-800-261-2421 or 410-424-4480

- The health plan will perform medical review of requested services before they are rendered

  - For mental health services call Value Options at: 1-800-888-1965

  - For ADHD treatment by specialist contact Value Options at: 1-800-888-1965

  - For substance abuse assistance, providers should call 410-424-4835 or 1-888-281-2186

  - For substance abuse treatment plans to: 1-800-888-1965

  - For substance abuse treatment plans to: 410-424-4891

  - Notification to the health plan cannot be made by any servicing provider

  - For self-referral protocols go to: http://www.jhhc.com

  - Call DHMH at: 1-800-261-2421 or 410-424-4480

**Commonly Requested Non-Covered Services**

- Information

  - For related coding documents, please go to For Providers, Resources & Guidelines at: www.jhhc.com

**Resources**

- ACCU-CHECK® Call 1-800-324-4232 to request a voucher to take to pharmacy

  - Audiology (including hearing aids), Occupational, Physical, & Speech Therapy < 21 years of age

  - Call DHMH at: 1-800-324-4232

  - Care Management Call 1-800-261-2421 or 410-424-4480

- Customer Service Call 1-800-664-9728

  - Dental Services for Pregnant Women & Children

  - Call DirectOne at: 1-888-696-9156

  - JHHC Website (for providers)

  - www.jhhc.com

- Pharmacy Pre-Authorization Requests

  - Call Pharmacy Department at: 1-888-619-1046

  - Option One

  - Private Duty Nursing > 21 years of age

  - Call HealthCare at: 1-800-762-5286

  - Priority Partners Website (for members)

  - www.ppmco.org

**Effective January 2013**