



Johns Hopkins Advantage MD (HMO)

Frequently Asked Questions

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

What is the Advantage MD HMO plan?

Johns Hopkins Advantage MD HMO has been designed as a lower-cost option to positively impact quality of care for Medicare beneficiaries, in partnership with our 10,000+ in-network providers.

How is this program different from the Advantage MD PPO (Advantage MD, Advantage MD Plus PPO, Advantage MD PPO Premier and Advantage MD Group) plans for members?

Advantage MD HMO has a closed network and requires members to coordinate their care through a designated primary care provider by obtaining a referral for all specialty services from an in-network provider; exceptions include emergency and urgent care services. Advantage MD HMO will offer value added benefits: comprehensive case management programs, easy access to preventative care and post discharge member resources, such as telephonic care management and daily meal delivery.

What about the daily meal delivery program? Is the cost included or additional?

After a member's inpatient stay in either a hospital or skilled nursing facility, the member is eligible to receive three nutritious meals per day for five days, delivered to their home at no cost by Mom's Meals. This daily meal delivery program is limited to four times per calendar year and will be coordinated through the Care Management Department.

How do I submit a referral to Johns Hopkins Healthcare for Advantage MD HMO members?

In-network Advantage MD HMO PCPs referring members for specialty care to an in-network Advantage MD HMO provider are required to submit an online referral form to JHHC through HealthLINK@Hopkins*.

What does the benefits package cover for Advantage MD HMO members?

The benefits package covers preventative care, vision, hearing, hospitalization and prescription drugs. Please review the 2019 Advantage MD HMO Benefits Chart for more detailed list of benefits.

What are my appeal rights as an In Network Provider?

- Please reference CMS Guidelines of who has appeal rights on the following website, <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/clm104c29.pdf>
- Please reference In Network Provider Dispute form and process expectations located at [JHHC.com > For Providers > Our Health Plans > Advantage MD > Advantage MD Forms > Participating Provider Post-Service Payment Dispute Submission Form](#)
 - This form should be completed by Johns Hopkins Advantage MD participating providers for post-service payment disputes. Please submit one form for each payment dispute. Send this form with a letter explaining your reason for dispute, supporting documentation, and medical records, if clinical review is requested, to: **Johns Hopkins Advantage MD Payment Disputes, P.O. Box 3537, Scranton, PA 18505. Phone PPO: 877-293-5325, HMO: 877-293-4998; TTY users may call 711. FAX 855-206-9206.**



<p>ADVANTAGE MD Johns Hopkins Medicine Medicare Plan</p> <p>Member Name F_NAME M_INIT L_NAME</p> <p>Member ID: SBSB_ID Health Plan: H1225 001 PCP: PRPR_NAME Phone#: PRAD_PHONE</p> <p>RxBIN: 004336 RxPCN: MEDDADV RxGRP: RX_GROUP</p> <p>CVS caremark</p>	<p>Johns Hopkins Advantage MD (HMO)</p> <p>Effective Date: MEIA_REQ_DT</p> <p>In-Network</p> <p>Office Visit Copay: \$XX Specialist Copay: \$XX Urgent Care Copay: \$XX ER Copay: \$XX</p> <p>There are no out-of-network benefits. Members are fully liable for the cost of out-of-network services.</p> <p>MedicareRx Prescription Drug Coverage</p>
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<p>ADVANTAGE MD Johns Hopkins Medicine Medicare Plan</p> <p>DO NOT BILL MEDICARE Medicare limiting charges apply.</p> <p>Submit medical claims to: Johns Hopkins Advantage MD PO Box 3537 Scranton, PA 18505</p> <p>Present this card at the time of service and with every prescription.</p>	<p>For benefit information call Customer Service (Members and Providers): 1-877-293-4998 TTY: 711 or visit www.hopkinsmedicare.com</p> <p>24-hour Nurse Chat Line: 1-866-202-8828</p> <p>For non-Medicare covered dental related inquiries, please contact DentaQuest: 1-844-231-8318</p> <p>Prior Authorization: 1-877-293-4998 Pharmacist Use Only: 1-866-693-4620</p>
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What are the primary care and specialist copays for Advantage MD HMO members?

The copay is \$5 for primary care visits and \$50 for visiting a specialist. These copays can be found on the front of the member’s ID card, as shown below. Copays for additional services can be found on the 2020 Advantage MD HMO Benefits Chart.

How does the preauthorization process differ from Advantage MD PPO plans?

Although members will be required to obtain a referral before receiving specialty services, the preauthorization process for Advantage MD HMO does not differ from the preauthorization process for Advantage MD PPO.

How are claims submitted for Advantage MD HMO?

The claims process is the same for Advantage MD HMO as it is for Advantage MD PPO plans. Claims should be submitted via Change Healthcare* electronically or mailing CMS 1500 or UB-04 forms to **Johns Hopkins Advantage MD, PO Box 3537, Scranton, PA 18505** using **Payer ID# 66003**. To check the status of claims submitted, log onto HealthLINK@Hopkins**.

Will I receive a different reimbursement rate for accepting Advantage MD HMO members?

No. The reimbursement rates for the Advantage MD HMO are the same as the current Advantage MD PPO plans.

How will I know if my patient is enrolled in Advantage MD HMO?

Primary care providers will receive a monthly member roster, which will identify the patients enrolled in Advantage MD HMO, similar to the process for Advantage MD PPO plans.

Are there any changes to pharmacy coverage in 2020?

As of January 1, 2020, some pharmacies are not participating in the Advantage MD Pharmacy network. Impacted members were mailed a letter starting in October about the pharmacy network change effective January 1, 2020. The pharmacies with the largest impact are **Martins Pharmacy and PillPack**. If there are questions, please call or a member can call Customer Service at 1-877-293-4998 for HMO or 1-877-293-5325 for PPO.

**To enroll in Change Healthcare’s electronic payment service, contact them at 866-506-2830.*

***To register for a HealthLINK@Hopkins account, go to www.jhhc.com, and choose the portal login for EHP, Priority Partners and Advantage MD members. On the right, under New User Registration, click on Provider, and select Johns Hopkins HealthCare as the health plan. Fill out the user information, then search by tax ID and submit. Once we receive the information, we will send an email confirming the account.*

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