



## Overview & Important Information

- Johns Hopkins Advantage MD PPO, Advantage MD Plus PPO, Advantage MD Premier PPO, and Advantage MD Group are Medicare Advantage PPO products administered by Johns Hopkins HealthCare. Members have flexibility when selecting a provider and do not require referrals. Members have coverage both in- and out-of-network.
- Benefits for Johns Hopkins Advantage MD's PPO plans include medical services, hospital stays, and prescription drugs. They also include preventive medical, dental, vision and hearing care. Our Advantage MD Plus, Premier, and Group plans also offer chiropractic and podiatry services beyond Medicare, worldwide emergency and urgent care coverage, acupuncture allowances, and additional benefits beyond Original Medicare.
- These plans are specially designed for Medicare-eligible beneficiaries who live in:
  - Anne Arundel, Baltimore, Baltimore City, Calvert, Carroll, Frederick, Howard, Montgomery, Somerset, Washington, Wicomico, and Worcester counties; Premier: Montgomery County only.
  - Currently have (or are eligible for) Medicare Part A and Part B
- Our Advantage MD Group plan is designed for Medicare-eligible beneficiaries that are qualified retirees of specific contracted companies (to include Johns Hopkins Health System) who live in Delaware, District of Columbia, Florida, Georgia, Maryland, North Carolina, Pennsylvania, South Carolina, and Virginia
  - Members must currently have (or be eligible for) Medicare Part A and Part B.
- Medicare Advantage beneficiaries are generally age 65 or older and do not have end-stage renal disease
- Annual Enrollment Period: October 15 – December 7
- Effective Date: January 1, 2021
- If a patient is a member of any Advantage MD PPO plans, Medicare must not be billed for covered medical services (with the exception of routine clinical research studies and hospice services)

## Important Phone Numbers

**Medical Management**

844-560-2856  
855-704-5296 Fax

**Behavioral Health Services**

844-340-2217  
844-363-6772 Fax

**Care Management**

800-557-6916  
[caremanagement@jhhc.com](mailto:caremanagement@jhhc.com)

**Customer Service**

*(Claims, benefits and eligibility)*  
877-293-5325  
855-206-9203 Fax

**Pharmacy Services**

877-293-5325  
855-633-7673 Fax

**Superior Vision**

866-819-4298

**DentaQuest**

844-231-8318

**TruHearing**

877-293-5325

**Silver&Fit**

877-293-5325

**Provider Relations**

*(Contracts, fee schedules, and demographic changes)*  
410-762-5385  
888-895-4998  
410-424-4604 Fax

**Fraud and Abuse**

844-697-4071  
[MedicareCompliance@jhhc.com](mailto:MedicareCompliance@jhhc.com)

**Medicare**

800-633-4227

**Social Security**

800-772-1213

**Maryland SHIP**

*(State Health Insurance Program)*  
800-243-3425

**Maryland Health Connection**

*(Maryland Medical Assistance Program)*  
855-342-8572

# Member ID Card

<b>ADVANTAGE MD</b> <small>Johns Hopkins Medicine Medicare Plan</small>	Johns Hopkins Advantage MD (PPO)
Member Name <F_NAME M L_NAME>	Effective Date: <MEIA_REQ_DT>
Member ID: <SBSB_ID> Health Plan: H3890 001	In Network Out-of-Network
RxBIN: 004336 RxPCN: MEDDADV RxGRP: <MEMR_MCTR_RX_GROUP>	Office Visit Copay: <\$XX> <\$XX> Specialist Copay: <\$XX> <\$XX> Urgent Care Copay: <\$XX> <\$XX> ER Copay: <\$XX> <\$XX>
<b>CVS caremark</b>	<b>MedicareRx</b> <small>Prescription Drug Coverage</small>

<b>ADVANTAGE MD</b> <small>Johns Hopkins Medicine Medicare Plan</small>	Customer Service (Members and Providers): 1-877-293-5325 TTY: 711
<b>DO NOT BILL MEDICARE</b> Medicare limiting charges apply. Submit medical claims to: Johns Hopkins Advantage MD PO Box 3537 Scranton, PA 18505 Out-of-network fees may apply; for benefit information visit <a href="http://www.hopkinsmedicare.com">www.hopkinsmedicare.com</a> or call Customer Service. Present this card at the time of service and with every prescription.	24-hour Nurse Chat Line: 1-888-202-8828  For non-Medicare covered dental related inquiries, please contact DentaQuest: 1-844-231-8318  Prior Authorization: 1-877-293-5325 Pharmacist Use Only: 1-866-693-4620

## Referral & Preauthorization Process

### Submit Coverage Decisions (Authorizations) by Fax or Mail

Johns Hopkins Advantage MD  
P.O. Box 3538 Scranton, PA 18505  
855-206-9203 Fax

### For Medical Review Call or Fax

844-560-2856  
855-704-5296 Fax

### Preauthorization

Authorization from the insurance plan for a scheduled service (not requiring additional clinical documentation).

### Medical Review

Review process in which a nurse reviewer or medical director reviews the medical necessity for a procedure scheduled. Information must be faxed with request and clinical documentation. **Please refer to the Johns Hopkins Prior Authorization Lookup tool (JPAL), located in the HealthLINK portal, to check and verify preauthorization requirements for outpatient services and procedures.**



## Claims & Appeals Submission

### Part C Payment Requests

Johns Hopkins Advantage MD  
P.O. Box 3537 Scranton, PA 18505

### Part D Payment Requests

Johns Hopkins Advantage MD c/o Caremark  
Part D Services  
P.O. Box 52000  
MC 109  
Phoenix, AZ 85072

- Claims must be submitted on CMS 1500 or UB-04 forms
- Claims from specialist or ancillary providers should include the referring provider's NPI in Box 17b of the CMS 1500
- Claims must be submitted with a rendering provider's NPI in Box 24j of CMS 1500
- Claims must be submitted within 180 calendar days of the date of service

### Payment Disputes

Johns Hopkins Advantage MD  
P.O. Box 3537 Scranton, PA 18505

Payment disputes must be submitted within 90 business days of the date of denial, by mail or calling Customer Service.

### Electronic Remittance & EFT

Providers are encouraged to submit claims electronically.

EDI Payor ID #66003.

You can switch from paper to electronic payments by calling Change Healthcare at 866-506-2830.

## HealthLINK@Hopkins

HealthLINK@Hopkins is a secure, online portal where providers can check patient eligibility, claims and authorizations status, access plan-specific reports and more.

Register for a HealthLINK@Hopkins account at [www.jhnc.com](http://www.jhnc.com) or contact your Network Manager. First time users must register for an account. If you need assistance with registration, contact Provider Relations at 888-895-4998.