



Provider Update

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

Clear Claim Connection™ Web-Based Reference Tool

This is a correction to the fax sent on April 16th.

JHHC offers you an easy way to view most edits applied to the claims you submit. Clear Claim Connection™ is a web-based reference tool that allows you to look up the justifications and clinical rationale on claims edits.

Clear Claim Connection is an adjunct to McKesson Claim Check 10.0®. JHHC's claims processing systems are currently integrated with McKesson Claim Check 10.0, Knowledge Base 60, which includes Outpatient Code Editor (OCE) and Correct Coding Initiative (CCI) edits version 23.3. The software automatically and carefully audits codes before claims are paid.

To use Clear Claim Connection:

1. Go to www.jhhc.com.
2. Select either the EHP/Priority Partners/Advantage MD or the USFHP portal.
3. Log into HealthLINK.
4. Go to Administration, then click on the correct claims menu item depending on the claim:
 - a. PP Professional Clms
 - b. EHP Professional Clms
 - c. PP Facility Claims
 - d. EHP Facility Claims
 - e. PPDME Claims
 - f. EHP DME Claims
 - g. Hospital Based Claims
5. Read the terms and conditions and click on the **"I Have Read and Agree"** button.
6. Select the gender of the member.
7. Enter the member's date of birth.
8. Enter the claim diagnosis (code).
9. Enter the following:
 - a. Procedure Code
 - b. Units
 - c. Date of Service

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



Note: This will automatically populate with the current date

- d. Enter any modifiers (Mod 1, etc.)
 - e. Select the “Provider Specialty” from the drop-down menu
 - f. Select the “Place of Service” from the drop-down menu
10. Click “Review Claim Audit Results”
- a. If the codes entered in the claim are correct, you will get a screen message telling you that the claim is allowed.
 - b. If the claim contains information that will cause the claim to deny, you will get a screen message that tells you what is disallowed. Depending on the information entered it may also tell you what part of the claim will be allowed.
 - c. Clicking on the red “**Disallow**” link will give you an explanation of why the claim was rejected.
11. Click “Current Claim” to modify the existing claim.
12. Click “New Claim” to enter a brand new claim.