Advantage MD (HMO Select)

Quick Reference Guide

To obtain the most up-to-date information on policies, manuals, directories and other information, providers should review the website on a regular basis: HopkinsHealthPlans.org.

Overview & Important Information

- Advantage MD HMO Select is a Medicare Advantage product administered by Johns Hopkins Health Plans. Advantage MD HMO Select has a closed network and requires members to coordinate their care through a designated primary care provider (PCP) by obtaining a referral for all specialty services from an in-network provider; exceptions include emergency and urgent care services. Advantage MD HMO does not provide outof-network coverage.
- Benefits for Advantage MD HMO Select include lower-cost and easy access to preventative medical services, hospital stays, prescription drugs, preventive dental coverage, and vision care. Advantage MD HMO Select offers value-added benefits such as comprehensive case management programs and post-discharge member resources.
- · This plan is specially designed for Medicareeligible beneficiaries who:
 - Live in Arlington, Fairfax City, and Falls Church City Counties
 - Currently have (or are 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, 2024
- If a patient is a member of the Advantage MD HMO Select plan, 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@jhhp.org

Customer Service

877-293-5325

Pharmacy Services

877-293-5325 855-633-7673 Fax

855-206-9203 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

Payment Integrity

410-424-4971 FWA@jhhp.org

(Claims, benefits and eligibility) Medicare 800-633-4227

> **Social Security** 800-772-1213

Virginia Insurance **Counseling & Assistance**

Program (VICAP) (Virginia SHIP)

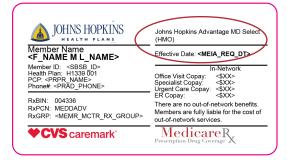
800-552-3402

Virginia Department of Medical Assistance

Services 855-242-8282



Member ID Card





Prior Authorization Process

For Prior Authorization/Medical Review

Submit request with the <u>Prior Authorization</u> Form.

Key Referral Information

Specialty care requires a referral from the member's PCP.

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.

Preventive Care Visit Benefit

Advantage MD members are allowed one preventative visit/annual exam per calendar year. Members do not have to wait 366 days from their last preventative visit/annual exam.

Please refer to the Johns Hopkins Prior Authorization Lookup tool (JPAL), located in the <u>Availity provider portal</u>, to check and verify prior authorization requirements for outpatient services and procedures.

Claims Submission

Part C Payment Requests

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

Part D Payment Requests

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

Please fill out <u>the Participating Provider Post</u>
<u>Service Payment Dispute Submission Form</u> and send to:

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

Fax: 855-206-9206

Payment disputes must be submitted within 90 business days of the date of denial, by fax or mail

Non-Participating Provider Appeals Requests

Advantage MD Appeals P.O. Box 8777 Elkridge, MD 21075 Fax: 410-424-2806

For a Fast Appeal

Phone: HMO: 877-293-4998; TTY users may

call 711

Fax: 855-206-9206

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.