Overview & Important Information

- HealthChoice is a health care program of the Maryland Department of Health.
- The HealthChoice plan provided through Priority Partners includes coverage for Medical Assistance for Families and the Maryland Children's Health Plan for pregnant women and children.
- Eligibility is based on family size, income levels, or special medical circumstances.
- Before rendering services, verify HealthChoice eligibility by contacting Priority Partners Customer Service at 800-654-9728.

Member ID Card

PRIORITY PARTNERS

Customer Service: 1-800-654-9728
TTY LINE: 410-424-4643
www.ppmco.org

Name:
JOHNNY TESTCASE
ID#: 123456789012   **Recipient #:** 546372819
Case #: 8675309   **Eff. Date:** 1/1/2020
Doctor:
DR BOB ROBERTS
Doctor Phone: (301)824-3343
RX Co-Pay: $1.00   **Brand:** $3.00
RX Co-Pays apply to members age 21+

Group: RX6810   PCN: ADV   Bin #: 610084   **CVS caremark**

Benefits & Customer Service 1-800-654-9728
Call us before any inpatient admission or within 24 hours of urgent/emergency inpatient admission.
Maryland Health Connection 1-855-642-8572
Vision Benefits
Superior Vision 1-800-428-8789
Pharmacy Information 1-855-298-4258
Maryland Department of Health
HealthChoice Enrollee Help Line 1-800-284-4510
Behavioral Health 1-800-888-1965
Submit claims to: Priority Partners MCO
P.O. Box 4228
Scranton, PA 18505

Important Phone Numbers

Medical Management
410-424-4480
800-261-2421
410-424-4603 Fax
   Intital Inpatient
   410-424-2770 Fax
   Outpatient Medical Review
   410-762-5205 Fax
   Outpatient Urgent Requests
   410-424-2707 Fax
   DME
   410-762-5250 Fax

Case/Disease Management
800-557-6916
populationhealth@jhhp.org

Customer Service
(Claims, benefits and eligibility)
410-424-4500
800-654-9728

Pharmacy Services
410-424-4490, option 4
888-819-1043
410-424-4607 Fax

Health Education
410-424-4821
800-957-9760

Outreach
410-424-4648
888-500-8786

Superior Vision
866-819-4298

HealthChoice
800-977-7388

State of Maryland EVS
866-710-1447

Mental Health Services
Optum Maryland
800-888-1965

Behavioral Health Services
Optum Maryland
800-888-1965
855-293-5407 Fax

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

JOHNS HOPKINS
HEALTH PLANS

Payment Dispute & Clinical Appeals Submission

Payment Dispute

Please complete the Payment Disputes Form and fax to 410-424-2800 or mail to:

Johns Hopkins Health Plans
Attn: Adjustments Department
7231 Parkway Dr, Ste.100
Hanover, MD 21076

or submit electronically through Availity.

Appeals

Please complete the Participating Provider Appeal Submission Form and fax to 410-762-5304 or mail to:

Johns Hopkins Health Plans
Attn: Appeals Department
7231 Parkway Dr, Ste.100
Hanover, MD 21076

or submit electronically through Availity.

Claims

Priority Partners
P.O. Box 4228
Scranton, PA 18505

- 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.

For additional information on EDI (Electronic Data Interchange), please send an email request to **edi@jhhp.org**. EDI Payor ID #52189.

For Electronic Claims Payment and Remittance, contact PNC/ECHO or 888-697-6755.

Availity Essentials Provider Portal

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

Register for an Availity account at www.Availity.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.

Eligibility

All providers should verify the member's eligibility at the time of service or as close to the time of service as possible by calling the State of Maryland EVS at 866-710-1447.

Lab and Radiology Policies

Please refer to the Priority Partners website for Lab and Radiology Policies.

Preventative Care Visit Benefit

Priority Partners 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 Availity and HealthLINK portals, to check and verify prior authorization requirements for outpatient services and procedures.