



# Provider Update

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

## Update to Peer-to-Peer Review Process

**Effective Date:** Oct. 1, 2020

**Line(s) of Business Affected:** Johns Hopkins Advantage MD, Johns Hopkins Employer Health Programs (EHP), Priority Partners, Johns Hopkins US Family Health Plan (USFHP)

**Type of Change:** Process

### Explanation of Change:

JHHC is amending its timeline for the peer-to-peer (P2P) process for EHP, Priority Partners, USFHP, and Advantage MD\*. If the treating physician wants to discuss their case with a physician reviewer, the physician must call the Utilization Management (UM) department at 888-401-3592, weekdays from 8:30 a.m. to 5 p.m., to request a P2P review.

The P2P review must be requested within two (2) business days of the verbal notification of denial for inpatient cases and within three (3) business days of verbal notification of denial for outpatient/preservice cases. An additional two (2) business days will be allowed for the P2P conversation for both inpatient and outpatient cases, allowing for a total of four (4) business days for inpatient cases and five (5) business days for outpatient cases from the time of verbal notification of denial.

**Note:** We understand the overall stress and scheduling strain that the COVID-19 pandemic has placed on our providers. As such, while Maryland is under a State of Emergency due to COVID-19, we will extend the two (2) additional business days for the peer-to-peer conversation to take place to five (5) business days. This will allow for a total of seven (7) business days for inpatient cases and eight (8) business days for outpatient cases from the time of verbal notification of denial. Once Maryland has ended the State of Emergency, the allowed timeline for peer-to-peer reviews will automatically revert to those listed above.

\*per CMS, a denial cannot be overturned as a result of a peer-to-peer conversation for Advantage MD.

**Effective Date:** October 1, 2020

**Line(s) of Business Affected:** Priority Partners, Johns Hopkins USFHP

**Type of Change:** Process

**Explanation of Change(s):** JHHC Pharmacy is amending its timeline for the post denial review process for Priority Partners and USFHP.

**Priority Partners and USFHP providers submitting self- and non self-administered pharmaceutical requests for review by JHHC Pharmacy Department:** Details regarding denial of a request and next steps (how to speak with reviewer or how to appeal) are included in the denial letter that is faxed to the provider. Similar to timeline for outpatient cases, the request for discussion with reviewer must be made within three (3) business days of notification of denial. An additional two (2) business days will be granted for the conversation with reviewer allowing for completion of the process within five (5) business days from the time of notification of denial. The above extensions during the State of Emergency due to COVID-19 also apply.

Detailed information about JHHC's peer-to-peer review process can be found in the [Provider Manuals](#).

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