



Provider Update

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

Weekend and Holiday Authorization Requests For Transfers to SNFs

Effective Date: Immediately

Health Plans 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(s):

Authorizations for transfers to Skilled Nursing Facilities (SNF) may be obtained by a hospital after hours, on weekends, and during holidays.

- Call the Utilization Management (UM) department's on-call pager at 800-307-9730.
- Extended hours: 8 a.m. to 7 p.m. weekends and holidays and from 5 p.m. to 7 p.m. on business days.
- Regular hours: 8 a.m. to 5 p.m. Monday through Friday

The [SNF Process Job Aid](#) outlines the expedited SNF authorization process.