



# Provider Update

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

## Reminder of Expedited Skilled Nursing Facilities (SNF) Authorization Process and Dedicated Fax Line to Facilitate Authorization Requests for Post-acute Levels of Care

*In light of the current COVID surge, JHHC would like to remind our participating hospitals of the expedited SNF authorization request process and dedicated fax line for post-acute level of care authorization requests to facilitate the authorization process. In addition, during the Public Health Emergency, outpatient authorizations are extended for 6 months for outpatient services reviewed by JHHC, and there will be no administrative denials for late inpatient notifications, although medical necessity review will still be required.*

**Effective Date:** Nov. 18, 2021

**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:**

JHHC's Expedited Skilled Nursing Facilities (SNF) Fax Line will be expanding to now receive all post-acute requests and ambulance requests for authorization. This fax line will now receive requests for all post-acute settings listed as follows: SNFs, Acute Inpatient Rehab (ACIR), Long Term Acute Care (LTAC), and Ambulance requests. The fax number is: **410-424-2703**. The purpose of expansion is to streamline the discharge process so providers have one route for prior authorization requests and to help support a quick and efficient transition for our members from acute facilities to post-acute facilities.

**SNF authorization requests** remain auto-approved for Advantage MD, Priority Partners, EHP and USFHP members from an acute inpatient facility for five (5) days for all in-network\* SNFs. The hospital should fax the SNF authorization request to 410-424-2703.

**ACIR and LTAC authorization requests** require **prior authorization**, and they will be reviewed for medical necessity by a Utilization Management (UM) RN.

The hospital will be responsible for submitting the authorization requests and will need to have identified the receiving SNF/ACIR/LTAC facility prior to submitting a request to the plan. Be sure to fill out the authorization request form in its entirety before submitting request to JHHC. Authorizations for transfer to a lower level of care may be obtained by faxing the Utilization Management (UM) department Monday-Friday from 8 a.m. to 4 p.m.

Authorization requests received on or after 4 p.m. on weekdays will be processed next business day. See extended hours\*\* below for additional options.

- **Fax the request to 410-424-2703.**
- **Questions regarding an authorization status call Customer Service:**
  - **EHP, Priority Partners, USFHP Customer Service line: 410-424-4480**
  - **Advantage MD Customer Service line: 844-560-2856**

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



**Non-Emergent Ambulance Transfer Requests fax to 410-424-2703:**

**Johns Hopkins Advantage MD:** ambulance requests from acute setting to any discharge disposition require prior authorization. The hospital must submit:

- Physician Certification Statement noting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

**Johns Hopkins EHP:** all non-emergent ambulance requests require prior authorization. The hospital must submit:

- Clinical documenting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

**Priority Partners:** ambulance requests do not require prior authorization **except** when the request is from hospital to home. For all home environment discharge ambo requests submit an Authorization Request Form.

- Clinical documenting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

**Johns Hopkins USFHP:** all non-emergent ambulance requests require prior authorization. The hospital must submit:

- Clinical documenting medical necessity
- [Medical Admission or Procedure Authorization Request](#)

**\*NOTE:** If a request is submitted for an out-of-network SNF, the request will be pended for a UM nurse to review.

**\*\*Extended hours for urgent discharge authorization requests**

After hours, on weekends, and during holidays, please call the UM on-call pager at **800-307-9730**. Please use the pager during any extended hours described below.

- Weekends and holidays: 8 a.m. to 7 p.m.
- Normal business days 5 p.m. to 7 a.m.