

# Provider Update

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

## **Redetermination Campaign Now Underway for Priority Partners Members: COVID-19 Public Health Emergency (PHE) Extension Ends 4-30-22**

**Effective Date:** Immediately

**Impacted Plan:** Priority Partners

**Type of Change:** Priority Partners Membership Renewal

**Explanation of Change:**

### **Renewal/Redetermination Process for Priority Partners Members**

- Priority Partners members must renew their health benefits once a year or their Medicaid benefits will be terminated. The termination of benefits due to non-renewal was paused by the Maryland Department of Health (MDH) during the COVID-19 Public Health Emergency (PHE).
- MDH has recently announced that the PHE extension is scheduled to end April 30, 2022. At that point, members will be required to renew their benefits as they have in the past, according to their month of renewal.
- There are 3 ways members can renew their benefits:
  - Go online to [Maryland Health Connection\\*](#) – Log into their account, then click the Change My Information/Renew Coverage button.
  - Call Maryland Health Connection at [855-642-8572](tel:855-642-8572)
  - Download and use the free mobile app, Enroll MHC.
- Members can call Priority Partners Member Services at 844-288-9593 for questions or support.

MDH has asked Maryland MCOs, such as Priority Partners, to assist in alerting members to start taking action now to renew their benefits to prevent interruption of care or loss of their Medicaid insurance. An outreach campaign to members began the week of Jan. 18, 2022.

Priority Partners is asking our providers to partner with us in reaching out to members to renew their benefits now.

- Providers can access a list of impacted members at the same location in [HealthLINK](#) where you currently get your monthly Redetermination Reports (FTP and FTA).
- The impacted member list is labeled “PPPI0101,” and the name of the report is “Public Health Emergency.”
- The list contains the Priority Partners members who did not complete their Redetermination/Renewal in 2021 and were granted an extension.

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