



# PROVIDER NOTICE

Provider Relations Department 1-888-895-4998

## New UM Phone Number for After-Hours and Urgent Authorizations

**Effective Date:** Sept. 1, 2022

**Health Plans Affected:** Johns Hopkins Advantage MD, Johns Hopkins Employer Health Programs (EHP), Priority Partners (PPMCO) and Johns Hopkins US Family Health Plan (USFHP)

**Type of Change:** Process

### Explanation of Change:

Starting Sept. 1, 2022, JHHC offers a new number for providers contacting the Utilization Management (UM) department after normal business hours for urgent authorization needs.

The new number for JHHC after-hours voicemail: **844-680-2885**

Examples of urgent authorization needs include:

- Inpatient behavioral health admission through the emergency department
- Urgent skilled nursing facility (SNF) transfer request for EHP and USFHP members only. SNF transfer requests for Advantage MD and PPMCO members will be handled by eviCore.

Please leave the member's name, ID number, accepting facility and callback information. The voice mailbox will be monitored between the hours of 5 p.m. and 9 p.m. Designated on-call staff will address urgent requests within 24 hours of receiving the voicemail at the 844-680-2885 number.

For all non-urgent, standard authorization requests, please contact the UM department during normal business hours (8 a.m. to 5 p.m. ET) for routine clinical follow-up.

### UM Dedicated Fax Numbers for Routine Authorization Requests:

- Advantage MD: 855-704-5296
- EHP: 800-261-2421 or 410-424-4480
- PPMCO: 410-762-5205 or 410-424-4603
- USFHP: 410-424-2602 or 410-424-2603

**NOTE:** JHHC ensures all authorization reviews will continue to follow operating procedures and regulatory standards for practice.

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