



PROVIDER NOTICE

Provider Relations Department | 1-888-895-4998

Upgrade to JPAL Prior Authorization Tool

Effective Date: April 3, 2023

Health Plans Affected: Johns Hopkins Employer Health Programs (EHP), Priority Partners

Type of Change: Process

Explanation of Change:

As you know, Priority Partners and Johns Hopkins Employer Health Programs (EHP) recently migrated to the Facets claims system. In order to ensure JPAL (prior authorization lookup tool for providers) continues to provide accurate prior authorization requirements, JPAL will pull information solely from Facets effective April 3, 2023 for Priority Partners and EHP.

The JPAL tool will look and work the exact same way, but we just wanted to make you aware in case you notice any changes in JPAL verbiage. The new feed should allow for better, more accurate detail. We hope you find this update beneficial.

As always, we recommend that you keep screen shots of JPAL on file when authorization requirements are checked. If you have any questions regarding information seen in JPAL prior to or after April 3, please follow the payment dispute process as documented in the Priority Partners and EHP provider manuals.