



PROVIDER NOTICE

Provider Relations Department | 888-895-4998

Revised UM Hours for After-Hours and Urgent Authorizations Call Back

Effective Date: June 3, 2023

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: Revision of Process

Explanation of Change:

Starting June 3, 2023, Johns Hopkins HealthCare's (JHHC) after-hours Utilization Management (UM) voicemail box will be checked every 24 hours. We have discontinued the additional after-hours voicemail box check from 5-9 p.m. daily. Providers can still contact the UM department after normal business hours for urgent authorization needs using the after-hours voicemail box.

The 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 Priority Partners are handled by eviCore.

Please leave the member's name, ID number, accepting facility and callback information. 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. EST) 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
- **Priority Partners:** 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 call JHHC Provider Relations at 888-895-4998 with any questions or concerns.