



Provider Update

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

Upgrades to Remittance Advice Report

We have made upgrades to the paper Remittance Advice (RA) based on feedback from USFHP providers about prior versions of the report. The RA, which is generated through HEALTHsuite, explains and breaks down the claims check. Our improvements will make the reports to providers more consistent and accurate.

JHHC's new RA offers

- Information in an easy-to-understand format.
- A more comprehensive presentation of data throughout the report.
- More efficient data flow.
- Less duplication and wasted paper.

New Columns and Additional Data Sections

These additions give a more accurate picture of how a claim was processed and reflect any pricing adjustments to the billed amount:

- “Interest/Discount” column, which factors into the Net Payable total.
- “Disallowed Amount” column, which displays amounts not paid by the plan.
- “Subscriber Liability” column, which displays amounts owed by the member.
- “Charges Above Max” column, which shows pricing adjustments.

Claim Section Improvements

- The claim remark codes section has been updated so every code related to the claim will be reflected on the claim line.
 - Only claim remarks that apply to a specific claim will be shown by claim number. All others will be displayed once per code.
- For adjusted or reversed claims, we have added a message under each of these claims to help the provider connect the information back to the original claim.

Overpayment Section Enhancements

For RAs with overpayments, we have added multiple elements so providers can better reconcile the remittance check and post the activity to their books. The changes include:

- An updated remark code description for the “COVR” code. This description now details the offset amount, the related claim and patient account number and any remaining balance due.
- A summary total of all dollars used to offset the overpayments. This will show up in “Adjustment from Prior Overpayments” and will equal the total offsets displayed in the remark code section.

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns.