

Johns Hopkins Health Plans

AAHAM

Presented by the Johns Hopkins Health Plans Provider Relations Department

Agenda

- Introductions
- About Johns Hopkins Health Plans
 - Rebranding
- Provider Website Review
- Johns Hopkins Health Plans Products
 - Johns Hopkins Advantage MD (HMO, PPO, Group and D-SNP)
 - Johns Hopkins Employer Health Programs (EHP)
 - Priority Partners Managed Care Organization (PPMCO)
 - Johns Hopkins US Family Health Plan (USFHP)
- Important Information

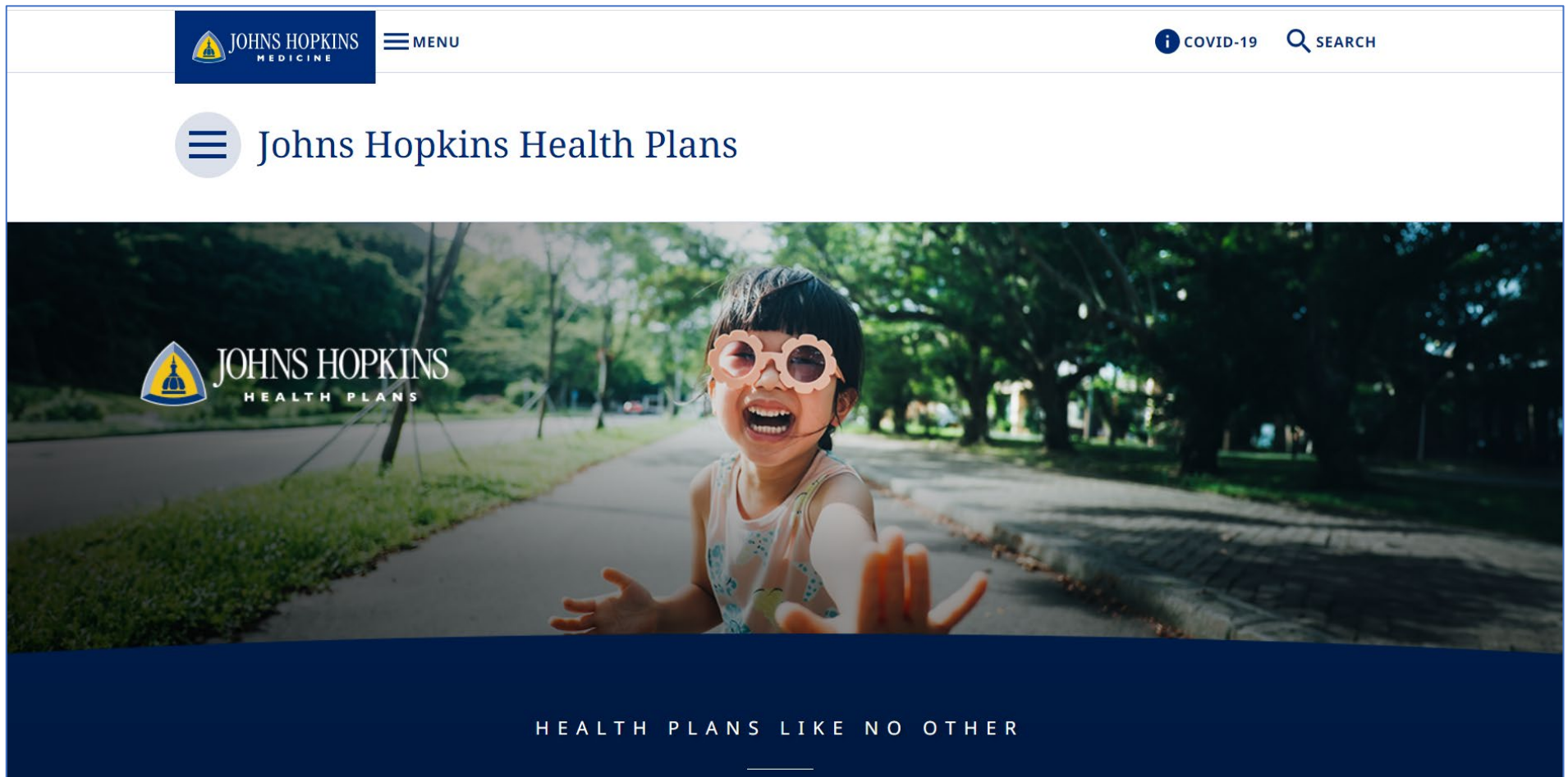
Johns Hopkins Health Plans Mission and Vision



- **Mission:**
- To optimize the health of individuals, populations, and communities through innovations and science-based solutions that advance the mission of Johns Hopkins Medicine.
- **Vision:**
- Establish Johns Hopkins Health Plans as the leader in the translation of evidence-based solutions into population health programs and products that drive proven results and empower individuals and communities to achieve good health.

Johns Hopkins Health Plans

Provider Website



Johns Hopkins Advantage MD Product Overview

Total Membership: 14,532

Advantage MD Product Overview

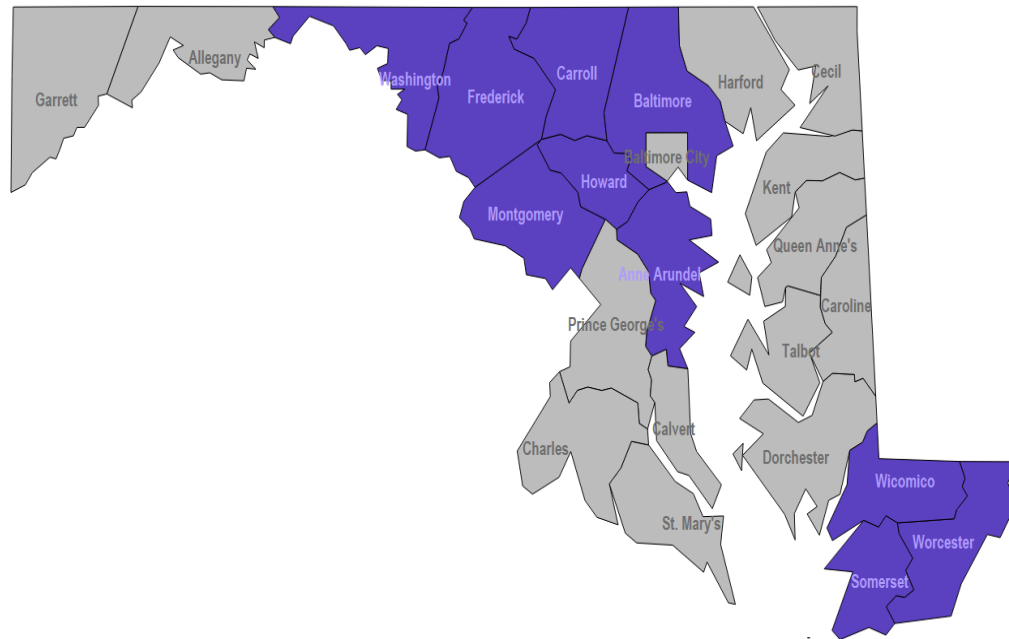
- Advantage MD HMO
- Advantage MD HMO Tribute*
- Advantage MD D-SNP HMO
- Advantage MD PPO
- Advantage MD PPO Plus
- Advantage MD PPO Premier, PPO Primary*
- Advantage MD Group

* HMO Tribute and PPO Primary are new products for 2023.

Advantage MD Service Area

Service Area is defined as a geographic area where a health plan can accept members.

- Anne Arundel County
- Baltimore County
- Carroll County
- Frederick County
- Howard County
- Montgomery County
- Somerset County
- Washington County
- Wicomico County
- Worcester County

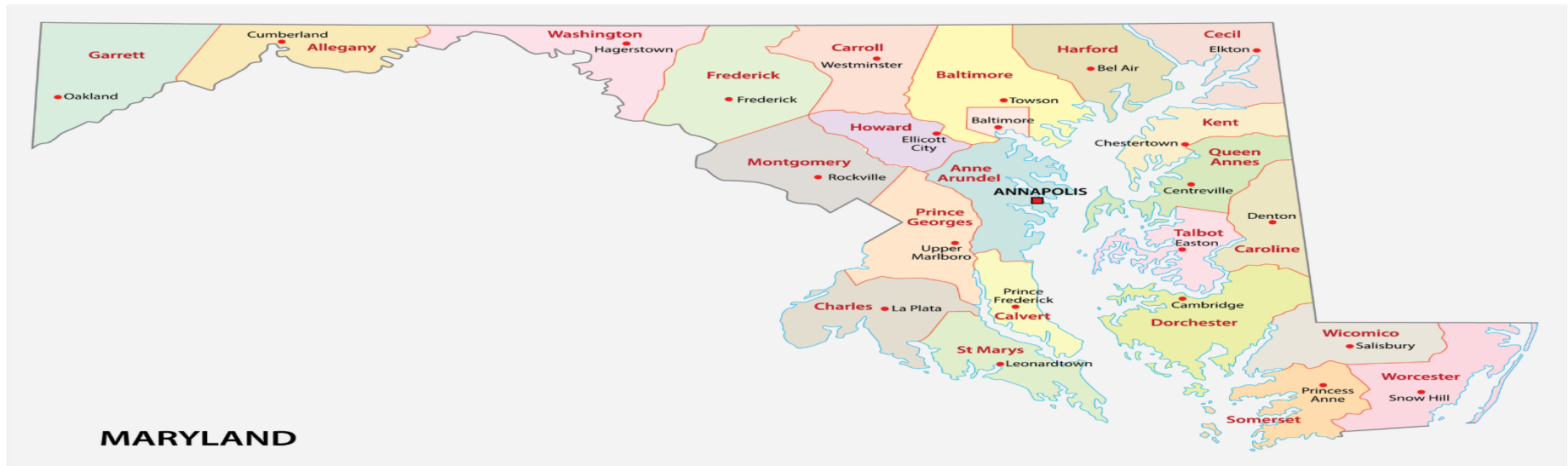


NOTE: HMO only in Montgomery County
currently, PPO being added as of 1/1/24.

Advantage MD Group is available in Delaware,
District of Columbia, Florida, Georgia,
Maryland, North Carolina, Pennsylvania, South
Carolina and Virginia

On the Horizon for Advantage MD

HMO-DSNP Service Area



Anne Arundel County

Baltimore County*

Carroll County*

Frederick County*

Howard County

Montgomery County

Somerset County*

Washington County*

Wicomico County*

Worcester County*

***Effective January 1, 2024**

Advantage MD HMO & D-SNP

	
Johns Hopkins Advantage MD (HMO)	
Member Name <F_NAME M_L_NAME>	Effective Date: <MEIA_REQ_DT>
Member ID: <SBSB_ID>	In-Network
Health Plan: H1225 001	Office Visit Copay: <\$XX>
PCP: <PRPR_NAME>	Specialist Copay: <\$XX>
Phone: <PRAD_PHONE>	Urgent Care Copay: <\$XX>
	ER Copay: <\$XX>
RxBIN: 004336	There are no out-of-network benefits.
RxPCN: MEDDAOV	Members are fully liable for the cost of
RxGRP: <MEMR_MCTR_RX_GROUP>	out-of-network services.
	

	
For benefit information call Customer Service (Members and Providers): 1-877-293-4998 TTY: 711 or visit www.hopkinsmedicare.com	
DO NOT BILL MEDICARE Medicare limiting charges apply. Submit medical claims to: Johns Hopkins Advantage MD PO Box 3537 Scranton, PA 18505	
24-hour Nurse Chat Line: 1-866-202-8828	
For non-Medicare covered dental related inquiries, please contact DentaQuest: 1-844-231-8318	
Prior Authorization: 1-877-293-4998 Pharmacist Use Only: 1-866-693-4620	
Present this card at the time of service and with every prescription.	

Center for Medicare and Medicaid Services (CMS) Special Needs Plans (SNPs) are a specific type of Medicare Advantage coordinated care plan that provides targeted care to individuals with unique, special needs.

D-SNP members are those who are eligible for both Medicare and Medicaid (dual eligible).

- Qualify for Medicare because of age (65 or older) or due to a disability.
- Eligible for Medicaid because they meet the requirements to qualify for Medicaid in the State of Maryland.

Important Requirement:

PLEASE COMPLETE THE YEARLY D-SNP TRAINING AND SUBMIT THE ATTESTATION FORM.

Advantage MD PPO

ADVANTAGE MD
Johns Hopkins Medicare Medicare Plan

Member Name
<F_NAME M L_NAME>

Member ID: <SBSB_ID>
Health Plan: H3690 001

Effective Date: <MEIA_REQ_DT>

In Network Out-of-Network

Office Visit Copay: <\$XX> <\$XX>
Specialist Copay: <\$XX> <\$XX>
Urgent Care Copay: <\$XX> <\$XX>
ER Copay: <\$XX> <\$XX>

CVS caremark

MedicareRx
Prescription Drug Coverage

ADVANTAGE MD
Johns Hopkins Medicare Medicare Plan

DO NOT BILL MEDICARE
Medicare limiting charges apply.

Submit medical claims to:
Johns Hopkins Advantage MD
PO Box 3537
Scranton, PA 18505

Out-of-network fees may apply; for benefit information visit www.hopkinsmedicare.com or call Customer Service.

Present this card at the time of service and with every prescription.

Customer Service (Members and Providers): 1-877-293-5325
TTY: 711

24-hour Nurse Chat Line:
1-888-202-8828

For non-Medicare covered dental related inquiries, please contact
DentaQuest: 1-844-231-8318

Prior Authorization: 1-877-293-5325
Pharmacist Use Only: 1-866-693-4620

PPO, PPO Plus, PPO Premier, PPO Primary & Group

- Flexibility in choosing physicians and specialists
- Monthly premium higher than HMO plans
- No referrals needed, but higher out-of-pocket costs than HMOs
- Coverage outside of the plan network (cost sharing may be higher)
- Robust supplemental benefits with premium products

Virginia Expansion

JH Advantage MD Select HMO Service Area



Johns Hopkins Employer Health Programs (EHP) Product Overview

Total Membership: 47,131

Overview

- As a third-party administrator, Johns Hopkins Employer Health Programs (EHP) provides benefits administration to Johns Hopkins Medicine employers and other strategic partners, serving more than 60,000 members.

With 20,000 health care providers and 30 hospitals in Maryland and Southern Pennsylvania, and a nationwide network of nearly 691,000 providers and 3,500 hospitals, EHP self-funded plans are designed to meet the needs of all its members.

EHP Overview

- EHP offers programs and services to help members better manage their health. EHP offers the EHP Benefits Explorer, an interactive tool designed to help EHP members quickly and easily find coverage information related to specific services.
- For detailed information on what each individual employer offers, visit benefits.ehp.org.

Employer Health Programs (EHP)

- Broadway Services
 - Howard County General Hospital
 - Johns Hopkins Bayview Medical Center
 - Johns Hopkins Hospital
 - Johns Hopkins Health System
 - Johns Hopkins University
 - Sibley Memorial Hospital
 - Suburban Hospital
-
- **NOTE:** The Schedule of Benefits (SOB) for the above programs can be found on EHP.org

EHP Member ID Cards

EHP PPO Sample Card:

 JHH/JHHSC PPO Plan		Eff. Date: 12/01/2022
Member: SAMPLE MEMBER ID#: 100000016*00 Group #: E0009100/001C Plan #: JP1C0000		
PCP Name: SAMPLE PCP PCP: Designated \$10 Non-Designated: \$20 Urgent Care Facility: \$25 Emergency Room: \$250		Generic: \$10 Preferred: \$40 Non-Preferred: \$65 Bin: 004336 PCN: ADV Group: RX6795
Plan Deductible: Individual \$150 Family \$300 Plan OOP Max (Medical): Individual \$1500 Family \$3000		
Higher amounts apply for Out of Network care. For more info, consult your Summary Plan Description, call 800-261-2393, or visit www.EHP.org		
"S"		


X00001



EHP Customer Service: 1-800-261-2393 Website: EHP.org Provider Search: EHP.org/provider Pharmacy Information: 1-888-543-4921 Mental Health and Substance Use Disorder: 1-800-261-2429 Notice: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility. Providers: Precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card. EHP Precertification: 1-800-261-2421 Submit claims to: Johns Hopkins Employer Health Programs - EHP P.O. Box 4227, Scranton, PA 18505 Electronic Payer ID: 52189 Cigna Eligibility/Benefits/Precertification: 800-261-2393 Benefits are not insured by Cigna or affiliates.


AWAY FROM HOME CARE

EHP DPC Plan Sample Card:

 JHH/JHHSC DPC PLAN		Eff. Date: 01/01/2023r
Member: MEMBER ABC ID#: 100000001*00 Group #: E0009000/008C Plan #: JD1C0000		
PCP Name: PROVIDER PCP: DPC: \$0 Designated: \$10 Non-Designated: \$20 Urgent Care Facility: \$25 Emergency Room: \$250		Generic: \$10 Preferred: \$40 Non-Preferred: \$65 Bin: 004336 PCN: ADV Group: RX6795
Plan Deductible: Individual \$150 Family \$300 Plan OOP Max (Medical): Individual \$1500 Family \$3000		
Higher amounts apply for Out of Network care. For more info, consult your Summary Plan Description, call 800-261-2393, or visit www.EHP.org		
"S"		

X00001



EHP Customer Service: 1-800-261-2393 Website: EHP.org Provider Search: EHP.org/provider Pharmacy Information: 1-888-543-4921 Mental Health and Substance Use Disorder: 1-800-261-2429 Notice: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility. Providers: Precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card. EHP Precertification: 1-800-261-2421 Submit claims to: Johns Hopkins Employer Health Programs - EHP P.O. Box 4227, Scranton, PA 18505 Electronic Payer ID: 52189 Cigna Eligibility/Benefits/Precertification: 800-261-2393 Benefits are not insured by Cigna or affiliates.

AWAY FROM HOME CARE



Priority Partners Product Overview

Total Membership: 349,104

Priority Partners Overview

- The HealthChoice plan provided through Priority Partners includes coverage for Medical Assistance for Families and the Maryland Children's Health Plan for pregnant women and children.
- Priority Partners offers special needs and outreach programs to assist provider's offices in improving no-show rates by helping members get into care and partnering with them to provide special programs for diabetics, pregnant women and members with chronic diseases.

Key Provider Updates for Medicaid (PPMCO)

- New Programs from Maryland Department of Health (MDH)

Healthy Babies Equity Act – HB 1080:


The MDH's Medical Assistance Program provides comprehensive coverage to non-citizen pregnant Marylanders who would otherwise be eligible for Medicaid or Maryland Children's Health Program, but for their immigration status, as well as their children up to the age of one year, as required by HB 1080–Healthy Babies Equity Act (Ch. 28 of the Acts of 2022). This program went into effect July 1, 2023.

The benefit will provide coverage during the pregnancy and four months of comprehensive coverage during the postpartum period. The non-citizen pregnant individual (birthing parent) will be eligible for the same benefits package available to other pregnant individuals, including physical and behavioral health services, as well as dental and prescription drug coverage without copays.

Enhanced Reimbursement: Healthy Steps:

To be eligible for additional reimbursement, a group must be currently and actively meeting the HealthySteps National Office (ZERO TO THREE) fidelity requirements, or deemed as being on track to fidelity. Groups must update their ePREP account to reflect their ZERO TO THREE accreditation status. To update, a group should initiate a supplemental application in ePREP and attach their ZERO TO THREE accreditation letter attesting their status. Those steps will allow the group to add the code H0025 “Behavioral health prevention education service” to each pediatric E&M or well-child visit encounter that includes HealthySteps services and was provided in the clinic or outpatient setting. This code will pay an additional \$15 per participant per visit, up to age 4. Please visit <https://health.Maryland.gov> for more information.

Member ID Card



Customer Service: 1-800-654-9728
TTY LINE: 410-424-4643
www.ppmco.org


Name:
J PENNAME

ID#: 101234567*00 **Recipient #:** 44302102004
Case #: 112497079 **Eff. Date:** 03/01/2022

Doctor:
ANONYMOUS PROVIDER MD

Doctor Phone: (301) 000-0000

RX Co-Pay: \$1.00 **Brand:** \$3.00
RX Co-Pays apply to members age 21+

Group: RX6810 PCN: ADV Bin #: 610084 

X000001


Benefits & Customer Service 1-800-654-9728
*Call us before any inpatient admission or within 24 hours of
urgent/emergency inpatient admission.*

Maryland Health Connection 1-855-642-8572

Vision Benefits **Dental Benefits**
Superior Vision 1-800-428-8789

Pharmacy Information 1-855-298-4258
Maryland Department of Health
HealthChoice Enrollee Help Line 1-800-284-4510
Behavioral Health 1-800-888-1965

Submit claims to: Priority Partners MCO
P.O. Box 4228
Scranton, PA 18505

USFHP Product Overview

Total Membership: 52,055

USFHP Product Overview

Johns Hopkins US Family Health Plan (USFHP) is a health care choice for eligible beneficiaries under the Department of Defense's TRICARE Prime program.

USFHP Product Overview

Health care is provided to:

- Active duty family members
- Activated National Guard and reserved family members
- Retirees and their family members
- Certain grandfathered beneficiaries who are age 65 and older


New for USFHP

New Hearing Aid Discount Available:


Johns Hopkins Health Plans recognizes the spectrum of health impacts for people who have hearing loss. Because of that, effective October 1, 2023, we have contracted with Access HEARS to offer a **50% off discount on over-the-counter hearing aids and personal amplifiers** to eligible US Family Health Plan members.

Member ID Card

Front

 JOHNS HOPKINS MEDICINE US FAMILY HEALTH PLAN		A TRICARE Prime designated provider.
PCN: ADV Grp: RX4291 BIN: 004336	Name: Sample Card PCM: Physicians Name PCM Phone #: 412-345-6789 Member #: 123456789 Effective: 01/01/2023 CoPays: PCP: \$24 Spec: \$36 ER: \$73 www.hopkinsusthp.org	

Back

US Family Health Plan MEMBER INFORMATION	
EMERGENCY CARE: If you are experiencing a life-threatening emergency, call 911 or proceed to the nearest emergency room. You must notify your primary care manager within 24 hours of an emergency room visit and any follow up care must be pre-approved. If you are unsure if your condition is life-threatening, call your Primary Care Manager first.	
AFTER-HOURS CARE: Contact your primary care provider's after hours service. For nurse advice and answers to your health questions 24 hours a day, contact our Nurseline: 1-844-344-4218	
BEHAVIORAL HEALTH SERVICES: 1-888-281-3186	
BENEFITS: For information, call Customer Service at 410-424-4528 or 1-800-808-7347	
HOSPITAL PROVIDER INFORMATION Call the plan five days prior to an elective admission or outpatient procedure to obtain authorization. If the patient holds other commercial health insurance, bill that carrier as primary. <u>DO NOT BILL MEDICARE except for ESRD and services not covered by the US Family Health Plan.</u> For Claims Submission only: P.O. Box 830479 Birmingham, AL 35283-0479	

Important Updates for All Plans

■ Rebranding - **JOHNS HOPKINS HEALTH PLANS, LLC**

- Website updates (www.HopkinsMedicine.org) & email changes (@jhhp.org)
- **Facets Claims System Supports:**
 - Priority Partners (PPMCO) – effective 9/1/2022
 - JH Employer Health Programs (EHP) and Hopkins ElderPlus – effective 12/1/2022
 - JH Advantage MD-on Facets since 2017
 - **USFHP remains on HealthLINK**

■ **Electronic Claims Payments and Remittances**

- Priority Partners, EHP and Hopkins ElderPlus transitioned from Change HealthCare to PNC/ECHO for electronic claims payments and remittance services, effective 9/1/22 and 12/1/22 respectively.
- USFHP and JH Advantage MD use Change HealthCare.
- PNC/ECHO Customer Service can be reached at 888-697-6755 (8am-6pm ET)
- For assistance with EFT enrollment call Enrollment Services at 888-834-3511.

Important Updates (continued)

- **Claims Editing System** transitioned from ClaimCheck to Optum CES
 - Priority Partners – effective 9/1/2022
 - US Family Health Plan - effective 9/1/2022
 - Employer Health Plan – effective 12/1/2022
 - Advantage MD has used Optum CES edits prior to 2022

Important Updates (continued)

NEW! Availity Essentials – Provider Portal

As of October 21, 2023, Priority Partners, Johns Hopkins Advantage MD, and Johns Hopkins Employer Health Programs are live on Availity. Johns Hopkins USFHP is not yet on Availity, please continue to use HealthLINK for USFHP.

- **Johns Hopkins Health Plans is implementing Availity in phases. The following functions are currently available for providers in phase I:**
 - Member eligibility requests and benefit information
 - Electronic claims submission
 - Claims status
 - Claims payment information
 - Insights into financial and administrative transactions
 - Direct access to JPAL
- **Expected implementation by the end of 2023:**
 - Direct access to submit electronic payment disputes and clinical appeals for Priority Partners and JH EHP*
 - Direct access to eviCore and Novologix portals*
- **Coming in 2024**
 - Electronic submission of prior authorization requests for PP, EHP and JH Advantage MD
 - Authorization status

**This functionality is currently available via a link to HealthLINK under the Resources tab in Availity*

Provider Resources

HealthLink at Hopkins

HealthLINK@Hopkins is a secure, online web portal for Johns Hopkins Employer Health Programs (EHP), Johns Hopkins US Family Health Plan (USFHP), Priority Partners, and Advantage MD members and their in-network providers.

- As a **provider** you can:
- Submit claims and search for existing claims
- Review electronic remittance advice or download onto a PC
- Search for members based on name, member ID, PCP or DOB
- Receive reports such as member rosters
- Check status of authorizations request
- Directly enter certain services for prior authorization through iExchange for EHP/PP/Advantage MD

JPAL

The Johns Hopkins Prior Authorization Lookup tool (JPAL) is a provider resource to check and verify preauthorization requirements for outpatient services and procedures.

Vendor Partnerships

eviCore

Johns Hopkins Health Plans has partnered with eviCore healthcare to provide patients with access to high quality, medically appropriate care that is consistent with evidence-based treatment guidelines. This partnership includes laboratory management, prior authorization of high tech radiology and advanced cardiac imaging, musculoskeletal advanced procedures and therapies, post acute care, and orthopedic pain management for Priority Partners and JH Advantage MD members.

Novologix

Johns Hopkins **Advantage MD**, **Johns Hopkins EHP** and **Priority Partners** engage Novologix (CVS Health) to manage the prior authorization process for certain provider-administered medications to determine medical necessity.

Progeny

Progeny Health's neonatal care management program enhances services to our Priority Partners and Johns Hopkins EHP members and supports our mission to make a lasting difference in our members' lives by improving their health and well-being.

Johns Hopkins Health Plans Customer Service

- **Priority Partners Customer Service**
[800-654-9728](tel:800-654-9728)
ppcustomerservice@jhhp.org *
- **US Family Health Plan (USFHP) Customer Service**
[410-424-4528](tel:410-424-4528) or [800-808-7347](tel:800-808-7347)
usfhpcustomerservice@jhhp.org
- **Employer Health Programs (EHP) Customer Service**
[410-424-4450](tel:410-424-4450) or [800-261-2393](tel:800-261-2393)
ehpcustomerservice@jhhp.org
- **Advantage MD Customer Service**
HMO: [877-293-4998](tel:877-293-4998)
PPO: [877-293-5325](tel:877-293-5325)
- **Provider Relations**
[888-895-4998](tel:888-895-4998) (option 4)

*Please do not send any Protected Health Information (PHI) and personal medical information when using any of the email links above. Please include contact information in case we need to reach you.

THANK YOU!