



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

Reminder of Expedited Skilled Nursing Facilities (SNF) Authorization Process and Dedicated Fax Line to Facilitate Authorization Requests for Post-acute Levels of Care

In light of the current COVID surge, JHHC would like to remind our participating hospitals of the expedited SNF authorization request process and dedicated fax line for post-acute level of care authorization requests to facilitate the authorization process. In addition, during the Public Health Emergency, outpatient authorizations are extended for 6 months for outpatient services reviewed by JHHC, and there will be no administrative denials for late inpatient notifications, although medical necessity review will still be required.

Effective Date: Nov. 18, 2021

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

Type of Change: Process

Explanation of Change: JHHC's Expedited Skilled Nursing Facilities (SNF) Fax Line will be expanding to now receive all post-acute requests and ambulance requests for authorization. This fax line will now receive requests for all post-acute settings listed as follows: SNFs, Acute Inpatient Rehab (ACIR), Long Term Acute Care (LTAC), and Ambulance requests. The fax number is: **410-424-2703**. The purpose of expansion is to streamline the discharge process so providers have one route for prior authorization requests and to help support a quick and efficient transition for our members from acute facilities to post-acute facilities.

SNF authorization requests remain auto-approved for Advantage MD, Priority Partners, EHP and USFHP members from an acute inpatient facility for five (5) days for all in-network* SNFs. The hospital should fax the SNF authorization request to 410-424-2703.

ACIR and LTAC authorization requests require prior authorization, and they will be reviewed for medical necessity by a Utilization Management (UM) RN.

The hospital will be responsible for submitting the authorization requests and will need to have identified the receiving SNF/ACIR/LTAC facility prior to submitting a request to the plan. Be sure to fill out the authorization request form in its entirety before submitting request to JHHC.

Authorizations for transfer to a lower level of care may be obtained by faxing the Utilization Management (UM) department Monday-Friday from 8 a.m. to 4 p.m. Authorization requests received on or after 4 p.m. on weekdays will be processed next business day. See extended hours** below for additional options.

Fax the request to 410-424-2703.

Questions regarding an authorization status call Customer Service:

- EHP, Priority Partners USFHP customer service line: 410-424-4480
- Advantage MD customer service line: 844-560-2856

Non-Emergent Ambulance Transfer Requests fax to 410-424-2703:

Johns Hopkins Advantage MD: ambulance requests from acute setting to any discharge disposition require prior authorization. The hospital must submit:

- Physician Certification Statement noting medical necessity
- **Medical Admission or Procedure Authorization Request**

Johns Hopkins EHP: all non-emergent ambulance requests require prior authorization. The hospital must submit:

- Clinical documenting medical necessity
- **Medical Admission or Procedure Authorization Request**

Priority Partners: ambulance requests do not require prior authorization except when the request is from hospital to home. For all home environment discharge ambulance requests submit an Authorization Request Form.

- Clinical documenting medical necessity
- **Medical Admission or Procedure Authorization Request**

Johns Hopkins USFHP: all non-emergent ambulance requests require prior authorization. The hospital must submit:

- Clinical documenting medical necessity
- **Medical Admission or Procedure Authorization Request**

***NOTE:** If a request is submitted for an out-of-network SNF, the request will be pended for a UM nurse to review.

****Extended hours for urgent discharge authorization requests**

After hours, on weekends, and during holidays, please call the UM on-call pager at 800-307-9730. Please use the pager during any extended hours described below.

- Weekends and holidays: 8 a.m. to 7 p.m.
- Normal business days: 5 p.m. to 7 a.m.

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