



# PROVIDER NOTICE

Provider Relations Department 1-888-895-4998

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

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## Important Provider Office Resources

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

**Explanation of Change:** To alleviate the process of having to contact us by telephone during times of high call volume, we want to remind you of some helpful resources that can save your office staff time and energy.

**HealthLINK@Hopkins** is a secure, online web portal for EHP, 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 or download electronic remittance advice
- Search for members based on name, member ID, PCP or DOB
- Verify member eligibility and benefits
- Receive reports such as member rosters
- Check status of referrals and authorizations
- Directly enter referrals and certain services for prior authorization
- Send secure messages to Customer Service

Log in to the [HealthLINK portal for EHP/Priority Partners/Advantage MD patients.](#)

Log in to the [HealthLINK portal for USFHP patients](#)

First time users must register with an account. Please note that third-party billers can also be given access to HealthLINK. If at any time you need assistance with registration, contact your Network Manager directly or Provider Relations at 888-895-4998. **User guides are available to help you navigate the portal easily.**

Other Helpful Resources

- **JPAL** is our provider tool to check prior authorization requirements.
- Also, if you have a claims inquiry/dispute or clinical appeal, payment disputes and clinical appeals for EHP, Priority Partners and USFHP can

- be submitted electronically through [HealthLINK](#).
- For Advantage MD, please submit post-service payment disputes using the [Advantage MD Participating Provider Post-Service Payment Dispute Form](#).
  - If you are inquiring about your credentialing status, please send an email to: [Credentialing@jhc.com](mailto:Credentialing@jhc.com)

Thank you for the care you provide to our members. We hope these resources are helpful.

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