



To obtain the most up-to-date information on policies, manuals, directories and other information, providers should review the website on a regular basis: www.jhhc.com.

Overview & Important Information

- HealthChoice is a health care program of the Maryland Department of Health and Mental Hygiene
- 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
- Eligibility is based on family size, income levels, or special medical circumstances
- Before rendering services, verify HealthChoice eligibility by contacting Priority Partners Customer Service at 1-800-654-9728.

Important Phone Numbers

Medical Management

410-424-4480
1-800-261-2421
410-424-4603 Fax
(Referrals not needing
Medical Review)

Inpatient

410-424-4894 Fax

Outpatient

Medical Review
410-762-5205 Fax

DME

410-762-5250 Fax

Case/Disease Management

1-800-557-6916
populationhealth@jhhc.com

Customer Service

(Claims, benefits and eligibility)
410-424-4500
1-800-654-9728

Pharmacy Services

410-424-4490, option 4
1-888-819-1043
410-424-4607 Fax

Health Education

410-424-4821
1-800-957-9760

Outreach

410-424-4648
1-888-500-8786

Superior Vision

1-866-819-4298

DentaQuest

1-800-341-8478

HealthChoice

1-800-977-7388

State of Maryland EVS

1-866-710-1447

Mental Health Services

Optum Maryland
1-800-888-1965

Behavioral Health Services

Optum Maryland
800-888-1965
855-293-5407 Fax

Provider Relations

(Contracts, fee schedules,
and demographic changes)
410-762-5385

1-888-895-4998
410-424-4604 Fax

Fraud and Abuse

410-424-4996
compliance@jhhc.com

Member ID Card



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

Name:

JOHNNY TESTCASE

ID#: 123456789012

Case #: 8675309

Doctor:

DR BOB ROBERTS

Doctor Phone: (301)824-3343

RX Co-Pay: \$1.00

RX Co-Pays apply to members age 21+

Recipient #: 546372819

Eff. Date: 1/1/2020

Group: RX6810 PCN: ADV Bin #: 610084



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 DentalQuest 1-800-698-9611

Pharmacy Information 1-855-298-4258

HealthChoice Enrollee Help Line 1-800-284-4510

Submit claims to: Priority Partners MCO

7231 Parkway Dr., Suite 100
Hanover, MD 21076



Claims & Appeals Submission

Billing Address

Johns Hopkins HealthCare LLC
Attn: Priority Partners Claims
6704 Curtis Court
Glen Burnie, MD 21060

- Claims must be submitted on CMS 1500 or UB-04 forms
- Claims from specialist or ancillary providers should include the referring provider's NPI in Box 17b of the CMS 1500
- Claims must be submitted with a rendering provider's NPI in Box 24J of CMS 1500
- Claims must be submitted within 180 calendar days of the date of service
- Administrative appeals (timely filing, care not coordinated by PCP, authorization not on file, member not eligible at time of service, incorrect coding) must be submitted within 90 business days of the date of denial

For additional information on EDI (Electronic Data Interchange), please send an email request to edi@jhhc.com. EDI Payor ID #52189.

Referral & Pre-Authorization Process

Submit Referrals by Phone or Fax

Phone: 410-424-4480 or 1-800-261-2421

Fax: 410-424-4603

Maryland Uniform Consultation Referral Form

Key Referral Information

- Patient/member name*
- Member ID*
- DOB*
- Address
- Referring provider
- Referred services
- Limitations
- Diagnosis/Procedure Codes

**Indicates required fields*

Number of Visits

If the number of visits and date span is specified in the referral, the request will be honored up to a maximum of 50 visits and a one-year period. If the number of visits and date span is not specified on the referral, the referral will be considered valid for one visit and 120 calendar days.

Eligibility

All providers should verify the member's eligibility at the time of service or as close to the time of service as possible by calling the State of Maryland EVS at 1-866-710-1447.

Lab and Radiology Policies

Please refer to the Priority Partners website for Lab and Radiology Policies.

For a list of services that require a referral, pre-authorization or medical review, please refer to the Outpatient Referral and Pre-Authorization Guidelines at www.jhhc.com.

HealthLINK@Hopkins

HealthLINK@Hopkins is a secure, online web portal where providers can check patient eligibility, claims and authorizations status, access plan-specific reports and more.

Register for a HealthLINK@Hopkins account at www.jhhc.com or contact your Network Manager. First time users must register for an account. If you need assistance with registration, contact Provider Relations at 1-888-895-4998.