



# 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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## **Revised Go-Live Dates for Switch to PNC Healthcare for Provider Claims and Payments/Remittance Services**

**Effective Date:** Aug. 1, 2022 and Oct. 1, 2022

**Health Plans Affected:** Priority Partners, Johns Hopkins Employer Health Programs (EHP), Hopkins ElderPlus

**Type of Change:** Claims payments and remittances

**Explanation of Change:** As previously communicated, Johns Hopkins HealthCare (JHHC) is transitioning its Claims Payments & Remittances (CPR) service to the Facets platform for **Priority Partners, Johns Hopkins EHP** and **Hopkins ElderPlus**. In order to align with this change, the planned transition to **PNC Healthcare** will be delayed until **Aug. 1** (Priority Partners) and **Oct. 1** (EHP and ElderPlus).

This change does not apply to Johns Hopkins Advantage MD and Johns Hopkins US Family Health Plan, both of which will remain with Change HealthCare.

**Background:** JHHC has engaged PNC Healthcare and ECHO Health, Inc., to provide new electronic methods via their Claims Payments & Remittances (CPR) service. Beginning later this year, payments for Priority Partners, EHP and ElderPlus will be issued using the new CPR service. This service allows providers to log into a website to access a detailed explanation of payment (EOP) for each transaction.

In another enhancement, providers will now be able to log into [www.ProviderPayments.com](http://www.ProviderPayments.com)\* to access and download all generated and detailed EOPs for your provider transactions from JHHC and all other PNC Healthcare payers.

**Note:** Payment information will also continue to be available on the JHHC provider portal, [HealthLINK](#).

Providers can call Echo at 888-697-6755 with any questions concerning the transition to PNC Healthcare.

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