

NOTICE TO PATIENTS WITH JOHNS HOPKINS US FAMILY HEALTH PLAN

& JOHNS HOPKINS ADVANTAGE MD INSURANCE COVERAGE

Johns Hopkins Health Plan has suspended provider payments as of February 21, 2024 for members with JHH US Family Health Plan and JHH Advantage MD. This follows a cybersecurity incident involving the clearinghouse they use to process claims, disrupting its operations.

As of 4/27/24, JHH provider services is unable to tell us when we will get paid for claims that had not yet been processed for payment before 2/21/24. In our case, claims for services that date back to November 2023 through today remain unpaid.

As a result, members with USFHP or JHH Advantage MD that would like for us to provide their service will have 2 choices until JHHC resumes paying us:

1. You may pay upfront to be reimbursed by us when your insurance pays us for your claim.
2. Visit us for a free evaluation & consultation for items needed to be placed on layaway

The following information is copied from this link published by JHHC on March 19, 2024 to explain why providers are not able to receive payments or remittance advise on services for claims that had not already been processed for payment before February 21, 2024. <https://www.hopkinsmedicine.org/johns-hopkins-health-plans/news/change-healthcare-incident>

Change Healthcare Cybersecurity Incident

Updated: March 19, 2024

On Feb. 21, 2024, Change Healthcare (CHC) experienced a significant cybersecurity incident, disrupting its operations. This incident has impacted aspects of Johns Hopkins Health Plans operations and continues to be closely monitored by our Information Technology leadership and executives. We have implemented heightened security protocols to mitigate potential risks to our providers and members.

Background

Johns Hopkins Health Plans continues to work toward resolutions as a result of the [cybersecurity incident experienced by Change Healthcare](#).

One of the primary impacts nationally has been the disruption of claims submission and claims payment services, creating financial uncertainty for many providers.

Johns Hopkins Health Plans is impacted by this incident and is acting swiftly to support its network providers with up-to-date information and alternative solutions.

Johns Hopkins Health Plans works with Optum/Change Healthcare for electronic payment and remittance services for US Family Health Plan and Advantage MD. As a result, we are currently unable to process electronic claim payments and remittances for US Family Health Plan and Advantage MD. Johns Hopkins Health Plans is working with PNC/ECHO to transition electronic claims payment and remittance services as quickly as possible.

We certainly hope that JHHC resolves this issue promptly and begins releasing payments due to providers. At that time, we will be able to service their members as usual. Thank you for your understanding.