



PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

Alaffia Health to Support Johns Hopkins Health Plans Payment Integrity Team

Health Plan(s) Affected: Advantage MD, Employer Health Programs (EHP) and Priority Partners

Explanation of Change:

Johns Hopkins Health Plans has engaged the services of Alaffia Health (Alaffia) to enhance the efforts of our Payment Integrity team. Alaffia is a technology-focused payment integrity firm with extensive knowledge of Maryland, Washington, D.C., and the health care ecosystem in the surrounding area.

In the next 30-60 days, Alaffia will begin performing post-payment itemized bill (IB) and clinical chart reviews for inpatient and outpatient facility claims for Johns Hopkins Health Plans. If an IB is not already on file with Johns Hopkins Health Plans, Alaffia will contact identified facility contacts via email to request the IB for review. Johns Hopkins Health Plans Provider Relations representatives will be reaching out to obtain the appropriate contacts for Alaffia outreach shortly, before the audits begin.

These reviews will focus on validating the charges submitted on the claim by reviewing the itemized bills and, at times, requesting medical records to determine accuracy and adherence to coding/payment guidelines. If a discrepancy is found, Alaffia will send a findings letter, via email, notifying the provider of the error(s) and applicable disallowed/overpaid amount. The provider will have 30 days to request clarification or dispute the findings with Alaffia before the overpayment is confirmed and the retraction process commences.

Please note that post-disbursement audits can result in technical denials. A technical denial is when a provider does not respond to a request for documentation within a requested period. A retraction will be performed on these claims. Providers may follow the Johns Hopkins Health Plans payment dispute process once retractions are processed if they would like to dispute the retractions.

Additional information concerning Alaffia Health can be found on [their website](#).