

# PRIORITY partners

## Primary Adult Care (PAC)

### QUICK REFERENCE GUIDE

To obtain the most updated information on policies, manuals, directories and other information, providers should review the website on a regular basis at [www.jhhc.com](http://www.jhhc.com).

#### OVERVIEW

- The Primary Adult Care (PAC) program provides low income Maryland residents, age 19 to 64 who are not eligible for Medicare or Medicaid, primary health care, certain outpatient mental health services and prescription drugs.
- Members choose their PCP from the Priority Partners PAC network.
- Before rendering services, verify PAC eligibility by calling EVS at 866-710-1447.
- Primary Care Providers: Check your most current roster to ensure that you are the member's PCP of record. If you are not, contact Priority Partners Customer Service at 410-424-4500.

#### CLAIMS SUBMISSION

##### Billing Address:

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

- Claims must be submitted on CMS 1500 or UB-04 forms.
- Claims from Specialists or Ancillary Providers must include the referring physician's NPI in Box 17b of the CMS 1500.
- Claims must be submitted within 180 days of the date of service. No authorization or referrals are required.
- Administrative Appeals must be submitted within 90 business days of the date of denial.

#### MEMBER ID CARD



##### Primary Adult Care

Customer Service: 1-800-654-9728  
TTY LINE: 410-424-4643  
1-888-232-0488

Name: SAMPLE PAC

ID No: 000897874\*01

Case #: 999111333

Doctor: PARK WEST MEDICAL CENTER

Doctor Phone: (410)542-7800

Prescription Drug Co-pay:

Generic: \$0

Brand: \$7.50

Bin #610084

Recipient#: 99911144477

Eff. Date: 01/01/2010

Group #: PAC001

W7579999



##### PRIORITY PARTNERS PAC CUSTOMER SERVICE and BENEFIT INFORMATION

Dental Benefit Information  
1-800-698-9611

Call Priority Partners at 1-800-654-9728

SUBMIT CLAIMS TO: Priority Partners, MCO  
6704 Curtis Court, Glen Burnie, MD 21060

PAC ENROLLEE ACTION LINE 1-800-226-2142

## IMPORTANT PHONE NUMBERS

### Customer Service

*(Claims, benefits and eligibility)*

410-424-4500

888-819-1043

### Block Vision, Inc.

800-428-8789

### DentaQuest Dental Services

800-698-9611

### State of Maryland EVS

866-710-1447

### Health Educator

800-957-9760

### Provider Relations

*(Contracts, fee schedules, and demographic changes)*

888-895-4998 or 410-762-5385

410-424-4604 Fax

### Outreach

888-500-8786 or 410-424-4648

### Specialty

#### Mental Health Services

**(Value Options)**

800-888-1965

### Substance Abuse

800-261-2429 or 410-424-4476

410-424-4891 Fax

### Pharmacy

888-819-1043 or 410-424-4490

410-424-4607 Fax

### Fraud and Abuse

410-424-4996

compliance@jhhc.com

## PAC BENEFITS

- Unlimited visits to Primary Care Provider
- Prescription drugs
- Limited X-Rays and laboratory tests
- Diabetes screening and supplies
- Mammograms, pap tests, and prostate exams
- Limited vision and podiatry services for diabetics
- Routine dental care
- Family planning

**PRIORITY**  
partners **PAC**