

It Matters to Passport Monthly Provider Forum

Contracting & Enrollment

April 27, 2022



**PASSPORT
HEALTH PLAN**
BY MOLINA HEALTHCARE

Agenda



- It Matters to Passport Purpose
- Meet the Provider Services Team
- Important Plan Updates and Reminders
- Contracting and Enrollment
- Open Forum/Provider Feedback

It Matters to Passport

It Matters to Passport is a unique avenue for our Provider Community to engage with the Health Plan in real time to solicit feedback and recommendations to minimize administrative hurdles and simplify the ways providers engage with us to improve the provider experience to better focus on delivering patient-centered care.

We want to hear from you!

Submit your feedback to Passport via:

- Email: ItMatters@passporthealthplan.com
- [It Matters to Passport Suggestion Box](#)
- Attending one of our monthly forums:
 - Visit www.Passporthealthplan.com/ItMatters to register
- Participating in feedback surveys:
 - Visit the Feedback Corner of the It Matters webpage to access

Your feedback is important, and *It Matters to Passport!*



Meet the Provider Services Team

Your dedicated Provider Services Representative is always a phone call or email away!

The map shows eight regions of Kentucky, each with a callout box for a provider services representative. The regions and their representatives are:

- Region 1 (Green):** Chasity Dotson, Medical and Behavioral Health, Regions 1 & 2 All LOBs, 502-212-6717
- Region 2 (Light Green):** Henry Spalding, Statewide Ancillary, Systems Statewide, All LOBs, 502-212-6728
- Region 3 (Teal):** Justin Radford, Medical and Behavioral Health, State Wide, Major Health Systems, All LOBs, 502-585-7914; Aleksandra Jozic, Medical and Behavioral Health, Region 3, All LOBs, 502-585-7308
- Region 4 (Light Blue):** Beth Goodin, Medical and Behavioral Health, Region 4, All LOBs, 502-212-6766
- Region 5 (Purple):** Amy Lewis, Medical and Behavioral Health, Region 5, All LOBs, 270-969-4598
- Region 6 (Yellow):** Crystal Roper, Medical and Behavioral Health, Regions 3, All LOBs, 502-213-6671
- Region 7 (Dark Purple):** Donna Moor, Medical and Behavioral Health, Regions 6 & 7, All LOBs, 606-356-5066
- Region 8 (Grey):** Brittany Spencer, Medical and Behavioral Health, Region 8, All LOBs, 502-212-6802

City callouts on the map include Owensboro, Louisville, Lexington, Bowling Green, Hazard, and Covington. The Passport One Stop Help Centers logo is located in the bottom right corner of the map area.

Click [here](#) for a downloadable Meet the Team PDF



Important Updates and Reminders (1 of 3)

Prior Authorization Guidance Update from DMS – EFFECTIVE MAY 1, 2022

Per an update provided by DMS on March 16, 2022:

- Medicaid Fee-for-Service (FFS) and Managed Care Organizations (MCOs) may require prior authorization (PA) for all **inpatient and outpatient Medicaid services** provided by Kentucky Medicaid enrolled inpatient hospital providers (Provider Type 01) except for admissions with a COVID diagnosis, effective **May 1, 2022**
- FFS and MCOs may require PA, for **provider type 93, Rehabilitation Distinct Part Unit**, effective **May 1, 2022**
- FFS and MCOs may require PA, for **provider type 12, Skilled Nursing Facilities**, effective **May 1, 2022**

Reminder: Chiropractic Visits for Members

Members are allowed 26 chiropractic visits per 12-month rolling calendar year, which starts the month of the first visit.



Important Updates and Reminders (2 of 3)

FQHC/RHC – Supplemental WRAP Payments

Primary Care Center (provider type 31) and RHC's (provider type 35) now have the ability to review WRAP payments online. For more information refer to the [KYHealthNet Professional User Manual](#).

Diabetes Sweepstakes

Eligible providers who achieve an 80% A1c test closure rate for the 2022 calendar year will be entered into a raffle for a chance to win one of five RetinaVue cameras! Click [here](#) for more information.

Claims Report Available on Provider Portal

Portal users may now pull claim reports via the Passport Payer Space within the Availity Portal. Simply click on the Reports tile and input your desired search criteria!

Hospice Services – Provider Type 44 MAP Form Requirements

Effective 2/1/22 Passport will no longer require the MAP 374 and 377 forms to be submitted with claims. Provider are required to retain copied of the forms on file for auditing purposes. For more information, click [here](#).



Important Updates and Reminders (2 of 3)

UPDATE: COVID-19 Vaccine Incentive for Members

Passport members who receive the vaccine (including booster!) on or after June 1, 2021 may qualify for \$25 or \$100 gift card to Wal-Mart, Amazon, Kroger or CVS. For more information or for a flyer to give to your Passport members click [here](#).

ELIGIBILITY		
	\$100 Gift Card	\$25 Gift Card
Members age 12 and up	✓	
Members age 11 and under		✓

Gift card choices include: Wal-Mart, Amazon, Kroger, Target, Dollar General or CVS

One-Stop Help Centers



Training, education, and access to programs and CBOs



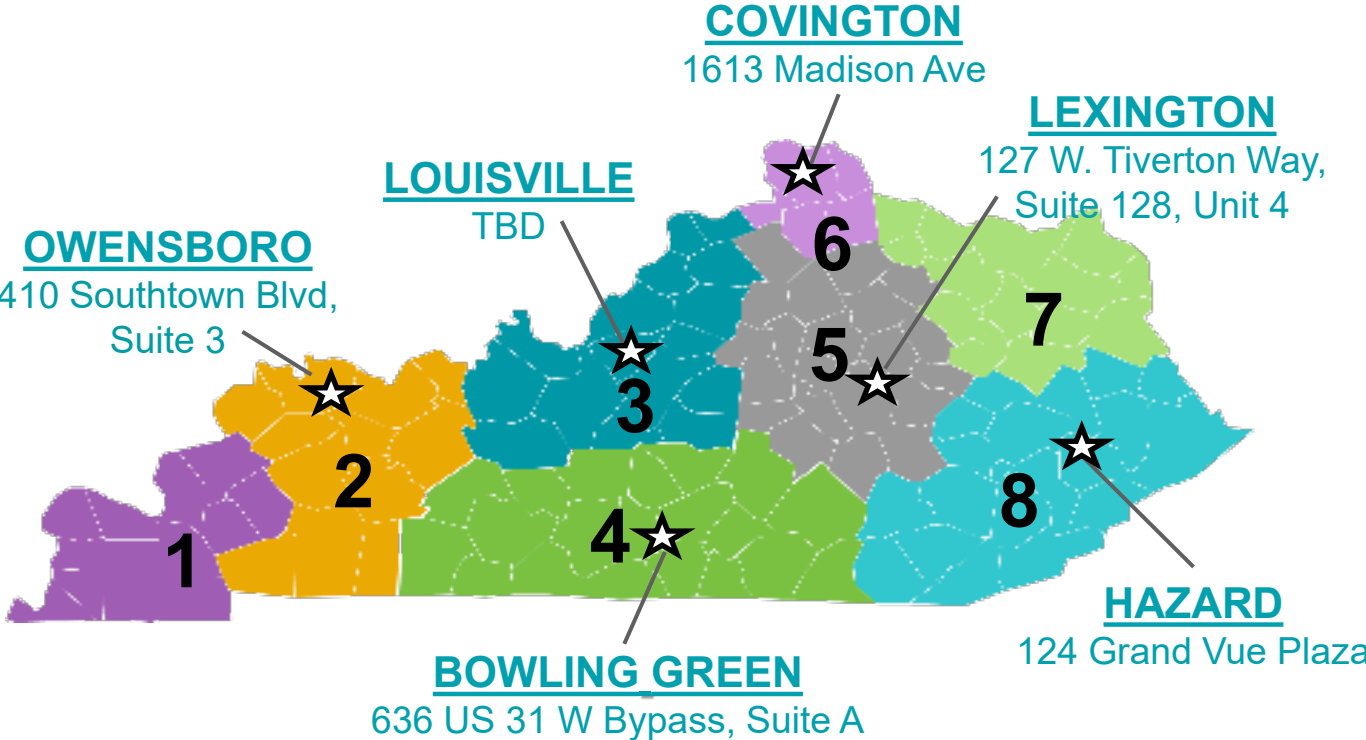
Free Wi-Fi, meeting rooms, ADA compliant, telehealth capabilities



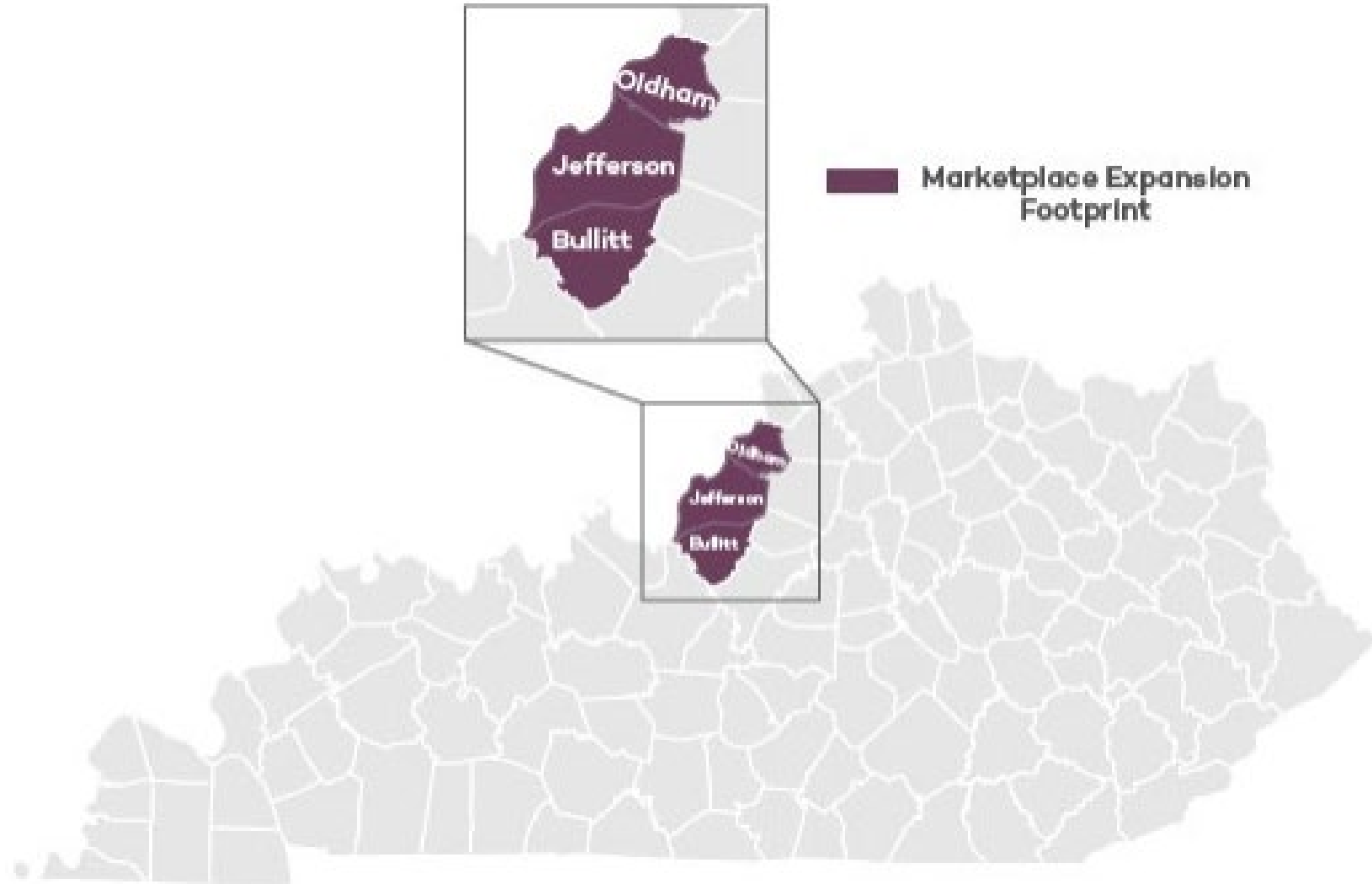
Enrollee and provider walk-ins welcome



Face-to-face healthcare-related assistance



Passport Marketplace Launched 1/1/2022 (1 of 2)



Contracting and Enrollment



Contracting with Passport

Passport's Contracting Team serves as our first point of contact for providers who wish to join Passport's Network.

Provider Contract Request Form

- Use to begin the contracting process

Questions?

- Reach out to the Contract Team at Contracting@passporthealthplan.com



To join our network, providers must first be enrolled in Kentucky Medicaid.



Credentialing

- Credentialing timeframe: 60-90 days
- Passport is unable to credential or enroll a provider or group without an active Kentucky Medicaid ID (MAID)
 - Applications without an active MAID are held until an active MAID is obtained via the Department for Medicaid Services
- Ensure CAQH is up-to-date to avoid potential delays

How to check your credentialing status:

Email us at Contracting@passporthealthplan.com and provide the following details:

- TIN
- Date of initial submission and a copy of such



Recredentialing

Passport performs recredentialing activities every three (3) years.

- Keep your CAQH Profile up-to-date!
- Providers with incomplete or missing information within their CAQH Profile may receive requests for information from Passport/Molina
- Make sure to open all correspondence from Passport and/or Molina
- No response after 3 request may result in termination from the network
- For non-CAQH providers, Passport will send a recredentialing application 6 months prior to credentialing due date



Maintaining Provider Data

Maintaining accurate provider data is paramount to ensure proper and timely claims processing and payment, member assignment and more. Updates to provider demographic data should be made within 30 days.

Provider Information Update Form

- Update existing, in-network provider information
- Add new providers to an existing, in-network group

Group Roster Template

- Adding multiple providers to an existing, in-network group
- Download the template from www.Passportheathplan.com > click on Health Care Professionals > Forms

Practitioner Application Form

- Used for credentialing when CAQH is not available
- Cannot be used for enrolling new providers into Passport's system



Most Common Errors

Below is a list of commonly made mistakes that may delay updates to provider information and have downstream impacts on claim processing, payment and more:

- Incomplete information within submitted forms and/or rosters
- Missing/expired information in CAQH profile
- Untimely update requests
- Missing contact information



Thank you!

Contact Us!

www.PassportHealthPlan.com/ItMatters
ItMatters@passporthealthplan.com

