

# Passport Health Plan by Molina Healthcare Transition FAQs

Updated 1/6/2021

**1. Will my existing Passport Health Plan contract stay as-is or will I need to recontract with Molina Healthcare to provide services on January 1, 2021?**

**A.** We are working to ensure providers are contracted on the new Passport Health Plan by Molina Healthcare contract paper however, you do not have to be to continue providing services on January 1, 2021 as contract reassignment has taken place. A letter was sent to provider advising of such and if the reassignment was not refused you are able to provide services on January 1. We will be moving to update these contracts and encourage you to reach out to our Contracting team via email at [MHINewMarketsDevContracting@MolinaHealthcare.com](mailto:MHINewMarketsDevContracting@MolinaHealthcare.com)

**2. Will I still be able to use the Passport Provider Portal post January 1, 2021?**

**A.** Yes. The Passport Provider Portal will remain accessible throughout 2022. For information regarding dates of service 12/31/2020 and prior, please continue to utilize the [Passport Provider Portal](#). For dates of service on or after January 1, 2021 please utilize the [Availity Portal](#).

**3. When will members receive their new ID card?**

**A.** ID cards were mailed on or around December 21, 2020 and should have been received by December 31, 2020. If a member has not received their Passport ID card they can request a new card be mailed to them by logging into the Member Portal at [www.mypassporthealthplan.com](http://www.mypassporthealthplan.com) or contacting Member Services at (800) 578-0603.

**4. What will PCP assignments look like on January 1, 2021?**

**A.** Effective January 1, 2021 members will be assigned to individual practitioners as their PCP however, members are still able to see any practitioner within the same tax ID. FQHC's will remain assigned at the group level.

**5. If I obtained authorization in 2020 for services that span into 2021 will I need to obtain a new authorization for 2021 services or will my authorization transfer?**

**A.** No, you will not need to obtain a new authorization. All authorizations that were approved in 2020 for dates of service in 2021 will be honored. When the authorization expires, please follow the new guidelines for obtaining an authorization based on the service as listed in the [Provider Manual](#) and the [Prior Authorization Look-up Tool](#).

**6. Are referrals required for specialist providers?**

**A.** As of January 1, Passport will have an 'open network' in which referrals will not be required however, we do continue to recommend PCP's serve as a member's primary home for care and oversight and provide referrals to in-network specialists for services that are beyond the scope of the PCPs practice. In the event a PCP issues a referral to a specialist, the specialist is encouraged to indicate this on the claim in box 17.

**7. What Is the Payer ID for claims and other electronic transactions?**

**A.** For claim submissions the payer ID is not changing and will remain 61325. For 270/271 and 276/277 transactions through Change Healthcare on or after 1/1/2021 use payer ID MLNKY, for information effective 12/31/2020 and prior please use payer ID KYPST.

**8. What are the new timely filing guidelines?**

- A.** Effective January 1, 2021, paper and electronic claims must be received within 365 calendar days of the date of discharge for inpatient services and date of service for outpatient services, unless otherwise specified in a provider's contract.

**9. Can I bill 2020 claims with the members Medicaid ID instead of their Passport-specific member ID?**

- A.** We encourage providers to bill claims for dates of service on or prior to December 31, 2020 with the member's Passport-specific ID to ensure proper processing however, we will not reject a claim if it is billed with the member's Kentucky Medicaid ID as long as the member name and date of birth match the information in our system.

**10. Do I need to sign up for ProviderNet by Change Healthcare to receive EFT payments?**

- A.** Yes. For medical and behavioral health claims with dates of service on or after January 1, 2021, you will need to register with ProviderNet in order to receive electronic payments. To register, please visit: <https://providernet.adminisource.com/start.aspx>. You will be able to sign up to receive EFT and ERA after receiving your first paper check from Passport Health Plan by Molina Healthcare.

**11. Will I still be able to access InstaMed after January 1, 2021?**

- A.** Yes. You may still access InstaMed for payment information for dates of service on or before December 31, 2020 after January 1, 2021.

**12. If a patient is admitted and the claims spans from 2020 into 2021 do I bill all dates to Passport Health Plan or will I have to split the claim and bill 2021 dates to Passport Health Plan and 2021 dates to Passport Health Plan by Molina Healthcare?**

- A.** Inpatient claims that span from 2020 into 2021 will be processed by Passport Health Plan.

**13. Will I continue to bill behavioral health claims to Beacon for dates of service on or after January 1, 2021?**

- A.** No. Effective January 1, 2021 all behavioral health claims will be processed in-house by Passport Health Plan by Molina Healthcare. For dates of service on or after January 1, 2021 please submit claims to Passport Health Plan by Molina Healthcare. For dates of service December 31, 2020 and prior, please continue to submit to Beacon

**14. Will the transition to Passport Health Plan by Molina Healthcare impact my current Passport Advantage contract?**

- A.** No. Passport Advantage (PAD) benefits and claims processing guidelines remain in effect. There will be no change for PAD on January 1, 2021.

**15. How can I find out who my Provider Service Representative is?**

- A.** Please utilize our Meet the Provider Services Team flyer to find the Provider Service Representative specific to your provider type and region. To access the flyer please visit: [www.passporthealthplan.com](http://www.passporthealthplan.com) > Health Care Professionals > Communications > Training and Resources > Resources.

