

# Important Contact Information

## PROVIDERS:

### Passport Health Plan by Molina Healthcare Website

[www.passporthealthplan.com](http://www.passporthealthplan.com)

### Contracting and Credentialing

PH: (800) 578-0775 - option 6

[MHINewMarketDevContracting@molinahealthcare.com](mailto:MHINewMarketDevContracting@molinahealthcare.com)

### Availity Portal

[www.availity.com](http://www.availity.com)

PH: (800) 282-4548

Monday - Friday 8am-8pm ET

### ProviderNet (Change Healthcare) - EFT/ERA

<https://providernet.adminisource.com/start.aspx>

PH: (877) 389-1160

**EDI Support** PH: (866) 409-2935

**Claims Contact Center** PH: (800) 578-0775 - option 3

### Appeals and Grievances

PH: (800) 578-0775

FAX: (866) 315-2572

[MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)

### Utilization Management

- **Medical and Behavioral Health**

PH: (800) 578-0775 - option 4

FAX: (833) 454-0641

Online: [www.availity.com](http://www.availity.com)

- **Transplants**

PH: (855) 714-2415

FAX: (877) 813-1206

- **Radiology**

PH: (855) 714-2415

FAX: (877) 731-7218

- **Medical/Behavioral SA Appeals**

PH: (844) 795-3508

FAX: (866) 315-2572

Email: [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)

### New Century Health - Cardiology (18+) Authorizations

PH: (888) 999-7713 - Cardiology, option 3

FAX: (877) 624-8807

<https://my.newcenturyhealth.com>

### Care Management

PH: (800) 578-0775 - option 5

FAX: (800) 983-9160

**Translation Services** PH: (800) 578-0775

### It Matters to Passport Program

[ProviderRelations@passporthealthplan.com](mailto:ProviderRelations@passporthealthplan.com)

### Provider Services (Provider Relations)

[ProviderRelations@passporthealthplan.com](mailto:ProviderRelations@passporthealthplan.com)

FAX: (502) 585-6060

## MEMBERS:

### Member Services

PH: (800) 578-0603 / TDD/TTY 711

Monday-Friday 7am-7pm ET

### 24/7 Nurse Advice Line

PH: (800) 606-9880 / TDD/TTY 711

### 24/7 Behavioral Health Crisis Line

PH: (844) 800-5154

## VENDORS:

### Avesis Dental

[www.avesis.com](http://www.avesis.com)

PH: (866) 678-7117

### March Vision

[www.marchvisioncare.com](http://www.marchvisioncare.com)

PH: (844) 516-2724 (option 2)

### MedImpact

<http://kyportal.medimpact.com>

PH: (866) 678-7117

### Technical Call Center

PH: (800) 210-7628

(24 hours per day / 7 days per week)

### Prior Authorizations

PH: (844) 336-2676

(8:00 AM - 7:00 PM EST / 7 days per week)

### Prior Authorization

FAX: (858) 357-2612

### Pharmacy Paper Claims

FAX: (858) 549-1569

## COMPLIANCE:

### Report Communicable Diseases

Kentucky Department for Public Health - Frankfort

PH: (502) 564-3418 or (888) 9REPORT (973-7678)

### Report Fraud, Waste & Abuse

Passport's Compliance AlertLine

PH: (866) 606-3889

Office of Medicaid Fraud and Abuse Control

PH: (877) ABUSE TIP (228-7384)