

Quick Reference Guide

Passport Health Plan by Molina Healthcare (Passport) offers a wealth of resources to assist you with your day-to-day operations. Below is a snapshot of important information and is not meant to be all-inclusive. For more comprehensive information please refer to the [Provider Manual](#). All information below is effective January 1, 2021.

Member Resources

Passport offers various resources for our members to manage their health and understand their benefits.

- **Member Services Contact Center**

(800) 578-0603 / TDD/TTY 711
Available Monday – Friday
7am – 7pm EST

- **Member Portal**

The Member Portal is a one-stop shop available to members 24/7. Within the Member Portal, members can obtain copies of their ID card, change their PCP and find other health-related information.

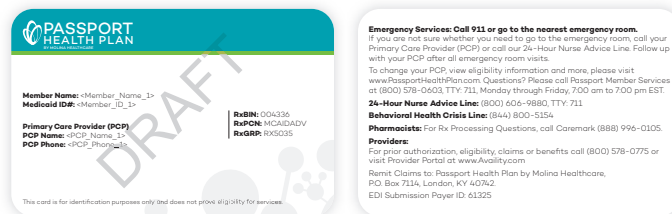
www.mypassporthealthplan.com or members can download the mobile app by searching My Passport Health in their mobile app store.

- **Provider Online Directory**

The [Provider Online Directory](#) is a searchable directory that allows members to find a health care provider within their area.

- **Member Handbook**

Passport's [Member Handbook](#) provides information regarding benefits, rights and responsibilities, value added benefits and Care Management programs.



Provider Resources

Passport offers various resources for our members to manage their health and understand their benefits.

- **Passport Website**

Our website serves as a one-stop-shop for all things to support your practice. On our website you can find:

- Provider Manual
- Important Forms
- EDI and ERA/EFT Information
- Health Resources
- Communications and Training Opportunities
- Authorization Look-up Tool

Visit us at www.passporthealthplan.com and click on Health Care Professionals

- **Availity Essentials Provider Portal**

Obtain real-time information at your fingertips via our secure provider portal 24 hours a day, 7 days a week!

Services offered by Availity Essentials and Passport include:

- Claim submission/resubmission
- Claim status
- Viewing remittance advices
- Obtaining member eligibility and benefits information
- Submitting authorization requests
- HEDIS information

Visit www.availity.com to login to your account or register!

Technical support for Web Portal Customers
(800) 282-4548

- **Provider Manual**

Passport's [Provider Manual](#) is written specifically to address the requirements of delivering healthcare services to our members, including the responsibilities of our participating providers and is considered an extension of your contract.

Provider Manual Highlights:

- Benefits overview
- Member rights and responsibilities
- Member eligibility
- EPSDT and preventative care
- Care Management Programs
- Transportation services
- Interpreter services
- Provider roles and responsibilities
- Claims and reimbursement information
- Contracting, credentialing and enrollment information
- Access and Availability standards
- Important contact information
- Compliance standard

Medical and Behavioral Health Claims and Billing Information

Our local claims experts are here to assist you with all your medical and behavioral health claim-related needs.

All medical and behavioral health claims must be billed with the members Kentucky Medicaid ID number.

- **Paper Claim Submissions:**

Passport Health Plan by Molina Healthcare
PO Box 7114
London, KY 40742

- **Timely Filing Guidelines**

Initial Submission	Resubmissions/ Corrections
365 calendar days from date of service	365 calendar days from date of service

- **Claims Customer Service**

For all claims-related inquiries please contact our Claims Customer Service team at:

(800) 578-0775,
Monday – Friday 8am–6pm EST

- **Submitting your claims to Passport**

Online via Availity Portal at www.availity.com
(preferred)

Electronic Data Interchange (EDI) via payer ID 61325

For EDI claim submission issues please contact EDI Customer Support by email at EDI.claims@molinahealthcare.com

Please note Passport uses Change Healthcare as its gateway clearinghouse. To ensure all data being submitted to our gateway is received properly, your submitter must utilize the latest version of the 837 standard. Please verify your office is tracking electronic transmissions using the acknowledgement reports.

- **Appeals and Grievances**

Appeals must be filed within 60 calendar days from the adverse benefit determination or denial.

Grievances must be filed no later than 60 calendar days from the date the provider becomes aware of the issue.

To submit a provider grievance or appeal:

- Availability Essentials Portal at www.availity.com
- **Email** at MHK_Provider_GnA@MolinaHealthCare.Com
- **Fax** at (866) 315-2572
- **Verbal Provider Grievances Phone:** (800)-578-0775

- **Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)**

Passport utilizes ProviderNet (by Change Healthcare) for electronic payments. In-network providers are encouraged to register for ProviderNet within 30 days of receiving their first reimbursement check from Passport.

To enroll with ProviderNet please visit: <https://providernet.adminisource.com/start.aspx>

Questions? Contact Change Healthcare at (877) 389-1160

- **Electronic Transactions**

Change Healthcare is Passport's EDI gateway. The following payer ID's are specific to Change Healthcare.

Eligibility Batch Inquiry/Response (270/271) and Claim Status Batch Inquiry/Response (276/277)

Date of Service 1/1/2021 and after	Payer ID MLNKY
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Utilization Management

- **The following services require a prior authorization*:**

- Emergent/Urgent Inpatient
- Scheduled/Elective Inpatient
- Long Term Acute Care (LTAC) Inpatient Rehabilitation
- Delivery/C-section/Induction
- Transplants/Gene Therapy, including Solid Organ and Bone Marrow
- Behavioral Health: Mental Health, Alcohol and Chemical Dependency Services
 - Residential Treatment
 - Partial Hospitalization
 - Day Treatment
 - Intensive Outpatient
 - Electroconvulsive Therapy (ECT)
 - Applied Behavioral Analysis (ABA) – for treatment of Autism Spectrum Disorder (ASD)
- Cardiology Services (via New Century Health for members ages 18+)
- Cosmetic, Plastic and Reconstructive Procedures (in any setting)
- Durable Medical Equipment

- Experimental/Investigational Procedures
- Genetic Counseling and Testing
- Healthcare Administered Drugs
- Home Healthcare Services
- Hyperbaric/Wound Therapy
- Imaging and Special Tests
- Miscellaneous and Unlisted Codes (including EPSDT Special Services)
- Orthotics/Prosthetics
- Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedures
- Pain Management Procedures
- Physical Therapy, Occupational Therapy, Speech Therapy
- PPEC
- Radiation Therapy and Radio Surgery
- Sleep Studies
- Non-Emergent Air Ambulance
- Urine Drug Testing
- Non-participating Providers

*For information regarding benefit limits or other requirements please refer to the [Provider Manual](#) or the Auth Look-up tool on our website www.passporthealthplan.com - click on Health Care Professionals or at www.availity.com. Passport follows all DMS guidance regarding authorization requirements during the COVID-19 pandemic.

To submit a prior authorization request:

- **Availity Essentials Provider Portal at** www.availity.com
- **Mail:**
Passport Health Plan by Molina Healthcare
Attn: Utilization Management
5100 Commerce Crossings Dr
Louisville, KY 40229
- **Phone and Fax:**
Medical and Behavioral Health:
P: (800) 578-0775
F: (833) 454-0641
- **Transplants:**
P: (855) 714-2415
F: (877) 813-1206
- **Radiology:**
P: (855) 714-2415
F: (877) 731-7218
- **Medical/Behavioral Health SA Appeals:**
P: (844) 795-3508
F: (866) 315-2572
Email: MHK_Provider_GnA@passporthealthplan.com

New Century Health

Cardiology prior authorization for members ages 18+

NCH Provider Web Portal

<https://my.newcenturyhealth.com>

Phone: (888) 999-7713

Fax: (877) 624-8807

- **Referrals**

Passport's network is considered 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.

Vendors

- **Dental**

Passport partners with Avesis to provide dental benefits to our members.

Covered services include:

Under age 21:

- Diagnostic and preventative services
- Restorative services
- Endodontic services
- Periodontics
- Dentures/prostodontics
- Oral surgery
- Orthodontics
- General services

Over age 21:

- Diagnostic and preventative services
- Restorative services
- Endodontic services
- Periodontics
- Oral surgery
- General services

Contact Avesis:

Providers: (866) 678-7117

www.avesis.com

- **Vision**

Passport partners with March Vision for our vision vendor.

Covered services include:

20 and Under

- Routine Exam (1 service date every 12 months)
- Necessary Medical Services (when services are performed by an optometrist and are within the scope of licensure)
- Eyeglasses (1 pair every calendar year when the recipient has a diagnosed visual condition (when criteria is met))
- Eyeglasses Replacement(s) (1 pair every calendar year)
- Medically Necessary Contact Lenses (when criteria is met)

21 and Older

- Routine Exam (1 service date every 12 months)
- Necessary Medical Services (when services are performed by an optometrist and are within the scope of licensure)
- Eyeglasses (\$100 allowance every 2 years for eyewear. Allowance may be used towards one pair of eyeglasses or contact lenses)
- Eyeglasses Replacement(s) (not covered)
- Medically Necessary Contact Lenses (not covered)

Contact March Vision:

(844) 516-2724

www.marchvisioncare.com

- **Pharmacy**

MedImpact is the Pharmacy Benefit Manager (PBM) for Passport.

The formulary, also known as the preferred drug list (PDL) is available at www.passporthealthplan.com

Contact MedImpact:

(866) 678-7117

<http://kyportal.medimpact.com>

Important Contact Information

PROVIDERS:

Passport Health Plan by Molina Healthcare Website

www.passporthealthplan.com

Contracting and Credentialing

PH: (800) 578-0775

contracting@passporthealthplan.com

Availity Portal

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

Appeals and Grievances

FAX: (866)-315-2572

Email: MHK_Provider_GnA@MolinaHealthCare.Com

Verbal Provider Grievances Phone: (800)-578-0775

Utilization Management

- **Medical and Behavioral Health**
PH: (800) 578-0775
FAX: (833) 454-0641
Online: 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

New Century Health - Cardiology (18+) Authorizations

PH: (888) 999-7713 - Cardiology

FAX: (877) 624-8807

<https://my.newcenturyhealth.com>

Care Management

PH: (800) 578-0775

FAX: (800) 983-9160

Translation Services PH: (800) 578-0775

It Matters to Passport Program

ProviderRelations@passporthealthplan.com

Provider Services (Provider Relations)

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

PH: (866) 678-7117

March Vision

www.marchvisioncare.com

PH: (844) 516-2724

MedImpact

<http://kyportal.medimpact.com>

PH: (866) 678-7117

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)

