

Quick reference guide

Passport 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](#).

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
7 a.m.-7 p.m. 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.

[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 [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
- Overpayments

Visit [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.

- **Timely filing guidelines**

Initial submission	Resubmissions/ corrections
365 calendar days from date of service	365 calendar days from date of service

- **Submitting your claims to Passport**

Online via Availity Essentials Portal at [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.

Paper Claim Submissions:

Passport by Molina Healthcare
PO Box 36090
Louisville, KY 40233-6090

- **Claims customer service**

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

(800) 578-0775
Monday – Friday 8 a.m.-6 p.m. EST

- **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 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 ECHO Health (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 ECHO Health please visit:

ProviderPayments.com

Questions? Contact ECHO Health at
(800) 946-7758

- **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**

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
 - Electroconclusive 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 [PassportHealthPlan.com](#)- click on Health Care Professionals or at [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 Availity.com](#)

- **Mail:**

Passport by Molina Healthcare
Attn: Utilization Management
2028 W. Broadway
Louisville, KY 40203

- **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@MolinaHealthcare.com

New Century Health

Cardiology and Oncology prior authorizations for members ages 18+

NCH Provider Web Portal:

[MyNewCenturyHealth.com](#)

Phone: (888) 999-7713

Cardiology- Option 3

Oncology- Option 6

Fax:

Cardiology (714) 582-7547

Medical Oncology (213) 596-3783

Radiation Oncology (714) 494-8366

- **Referrals**

Passport's network is considered an 'open network' in which referrals will not be required however, we do continue to recommend PCPs 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 PCP's 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 DentaQuest to provide dental benefits to our members.

Covered services include:

Under age 21:

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

Over age 21:

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

Contact DentaQuest:

Providers: (800) 508-6787

[DentaQuest.com/Kentucky](#)

- **Vision**

Passport partners with March Vision for our vision vendor.

Covered services include:

20 and Under

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

21 and Older

- Routine Exam (one 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 two 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

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 PassportHealthPlan.com

Contact MedImpact:

(866) 678-7117

Kyportal.Medimpact.com

Important contact information

PROVIDERS:

Passport by Molina Healthcare Website
PassportHealthPlan.com

Contracting and Credentialing

PH: (800) 578-0775
Contracting@PassportHealthPlan.com

Availity Essentials Portal

Availity.com
PH: (800) 282-4548
Monday- Friday 8 a.m.-8 p.m. ET

ECHO Health (by Change Healthcare) - EFT/ERA
ProviderPayments.com

PH: (800) 946-7758

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

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FAX: (833) 454-0641
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
MHK_Provider_GnA@MolinaHealthcare.com
- Cardiology (18+)
New Century Health
PH: (888) 999-7713- Option 3
FAX: (714) 582-7547
MyNewCenturyHealth.com
- Oncology (18+)
New Century Health
PH: (888) 999-7713- Option 6
FAX:
Medical Oncology (213) 596-3783
Radiation Oncology (714) 494-8366
MyNewCenturyHealth.com

Care Management

PH: (800) 578-0775
FAX: (800) 983-9160

Translation Services PH: (800) 578-0775

It Matters to Passport Program

PassportHealthPlan.com/itmatters
ItMatters@MolinaHealthcare.com

Provider Services (Provider Relations)

KYProviderRelations@MolinaHealthcare.com
FAX: (502) 585-6060

MEMBERS:

Member Services

PH: (800) 578-0603 / TDD/TTY 711
Monday- Friday 7 a.m.-7 p.m. ET

24/7 Nurse Advice Line

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

24/7 Behavioral Health Crisis Line

PH: (844) 800-5154

VENDORS:

DentaQuest
DentaQuest.com/kentucky
PH: (800) 508-6787

March Vision
MarchVisioncare.com
PH: (844) 516-2724

MedImpact
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)