

Provider

Alert



Subject: PHP Member Eligibility Issues and Delay of January Panel Rosters

From: Passport Health Plan

Sent: January 8, 2008

To: Passport Health Plan Primary Care Practitioners

Provider Types Affected:

All Passport Health Plan (PHP) Primary Care Practitioners

Eligibility Issues:

The Kentucky Department for Medicaid Services (DMS) and Electronic Data Systems Corporation (EDS) recently made changes to the Medicaid eligibility system. This system change resulted in inaccurate eligibility information for approximately 2100 PHP members.

Most of the affected members are adults with primary PHP coverage based on SSI eligibility **or** adults with PHP coverage secondary to Medicare. Passport Health Plan has corrected these errors in our eligibility system. **Please note the State's eligibility system currently reflects an inaccurate termination date of 6/30/2006 for these members.**

Delay of January Panel Rosters:

The distribution of PHP January Panel Rosters has been delayed due to this system error. Distribution is anticipated within one week. Please note the delay affects the information in the reports for approximately 1400 members. If a member does not appear on your report, please use one of the alternate methods described on page 2 of this communication to validate eligibility.

PHP does not expect this issue to affect the January capitation process. Capitation and reports will be delivered by January 15th.

Continued on the next page.

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Provider Action Needed:

PHP continues to work with DMS and EDS to ensure all eligibility systems are correct and will provide an update when this issue has been completely resolved. In the interim, please use one of the methods below to validate eligibility:

- Visit PHP online at www.passporthealthplan.com and select “Eligibility Inquiry,” under the “Secure Services” on our Provider Center web page.
- Call the PHP Interactive Voice Response System (IVR) at (800) 578-0775 option 1.
- Contact Provider Services at (800) 578-0775.

Please share this important information with the appropriate staff in your organization.

Questions:

If you have any questions or concerns, please contact Provider Services at (800)-578-0775.

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