

# Provider

# Alert



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## **Subject: Capitation Delay Due to Recent Member Eligibility Issues**

Date: November 6, 2009

From: Passport Health Plan

To: All Passport Health Plan Primary Care Providers

### **Provider Types Affected:**

All Passport Health Plan Primary Care Providers (PCPs)

### **Background:**

As recently communicated, a system error has temporarily prevented November Medicaid eligibility information from passing from the Kentucky Department for Medicaid Services (DMS) to Passport Health Plan (PHP). We anticipate all eligibility files will be updated in our systems by Monday, November 9, 2009.

### **Capitation Delay:**

Due to this eligibility issue, **capitation for PHP PCPs will be delayed.**

**We anticipate capitation will be paid out no later than November 20, 2009. We apologize for any inconvenience this may cause.**

### **Provider Action Needed:**

We do not wish to disadvantage our members due to this problem. Therefore, please call Provider Services at (800) 578-0775 for eligibility updates for emergent conditions or situations impacting access to care.

### **Questions:**

As always, if you have any other additional questions and/or concerns please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

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