

Provider

Alert



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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: System Errors – Specific PHP Claims Temporarily Affected

From: Passport Health Plan

Sent: July 9, 2010

To: All Passport Health Plan DME Providers

Provider Types Affected:

All Passport Health Plan (PHP) Durable Medical Equipment (DME) Providers

Background:

PHP recently identified a system error where some claims have incorrectly denied with the message "*Invalid/ deleted code, modifier description (Z95).*"

Provider Action Required:

If you receive this denial message, please either:

- Contact the Provider Claims Service Unit (PCSU) at (800) 578-0775.

- OR -

- Resubmit originally denied claims by mail to Passport Health Plan, Attn: PCSU, 305 W. Broadway, Louisville, KY, 40202 or by fax to (502) 585-8339.

Questions:

We apologize for any inconvenience and thank you for your patience as we work to resolve these issues. We will communicate when this error is resolved. If you have questions about this communication, please contact your Provider Relations representative or the PCSU at (800) 578-0775.

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