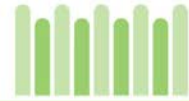


Dental Network Alert



Subject: How to Work With Avesis, Passport's New Dental Administrative Services Manager

Date: September 18, 2012

Passport Health Plan's (Passport) contract with Managed Care of North America of Kentucky, LLC (MCNA) to provide dental administrative services will end on September 30, 2012. As communicated in early August, Passport has chosen Avesis Third Party Administrators, Inc. (Avesis) to begin serving as our new dental benefits administrator.

What's NOT Changing:

- **You are not required to be credentialed with Avesis during this transition.** Your Provider Agreement is between you and Passport Health Plan and all credentialing and/or re-credentialing documents will be transitioned from MCNA to Avesis. No action, unless you are currently working with MCNA for re-credentialing, is required at this time.
- **There will be no changes in reimbursement and/or benefit requirements.** You will continue to receive the 105% reimbursement rate that is defined in your contract during the transition from MCNA to Avesis. All claims adjudication, payment rates and prior authorization requirements will remain the same as currently performed through MCNA.

What's Changing:

- **Provider payments from Avesis will be distributed on a weekly basis** for any dental services rendered to Passport members on or after 10/1/12.

Provider Action Required:

- **Read the letter from Avesis and follow instructions to register for online capabilities**
If you are currently contracted with Passport Health Plan, you should have received a letter this week from Avesis containing instructions on how to establish your online account and set up for EFT, if desired. To gain online access for prior authorization, claims status, eligibility status, etc., you must follow the instructions in this letter. (It's easy and takes only 2-3 minutes to complete!)

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Provider Action Required (cont.):

- **Update your claims systems**
 - For services rendered *on or after October 1, 2012*, mail claims to: Avesis, Attn: Dental Claims, P.O Box 7777, Phoenix, AZ 85011-7777 or submit electronically at www.avesis.com. You must first register on the Avesis website in order to submit electronically.
 - For services rendered *between now and September 30, 2012*, mail claims to: MCNA, Attn: Claims Department, 200 W. Cypress Creek Rd., Suite 500, Ft. Lauderdale, FL 33309.
- **Change contact information** – if you have any questions after October 1, please contact Avesis' Provider Services at (866) 909-1083.
- **Note the change in appeals contact information**
 - For services rendered *on or after October 1, 2012*, mail appeals to: Avesis, Attn: Appeals Dept, PO Box 7777, Phoenix, AZ 85011-7777 or contact (866) 909-1083.
 - For services rendered *before October 1, 2012*, mail appeals to: MCNA, Attn: Grievance and Appeal, 200 W. Cypress Creek Rd., Suite 500, Ft. Lauderdale, FL 33309 or contact 1-800-494-6262 or TTY, 1-800-955-8771.

Questions:

If you have questions about this communication or if you did not receive the letter from Avesis with instructions to register for online capabilities, please contact Cindy Ashbaugh at (502) 585-8360 or Selina Gordon at (502) 585-8228.