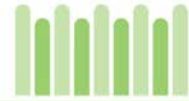


Dental Network Alert



New Passport ID Cards, \$0 Dental Copays

January 31, 2013

- No Pharmacy or Dental Copays for Passport Members in 2013**
 In accordance with DMS guidelines, all Passport members will have a \$0 copay for covered medicines and dental services, effective 1/1/13.
- New Passport ID Cards**
 Passport has distributed new member ID cards to all members. These newly-designed ID cards now include members' Medicaid ID number, gender, and contact information for our 24-hour Behavioral Health line. This change does not affect member benefits, but you should continue to check eligibility with each transaction. Members new to Passport after January 2013 will also receive the new card.

OLD CARD FRONT:



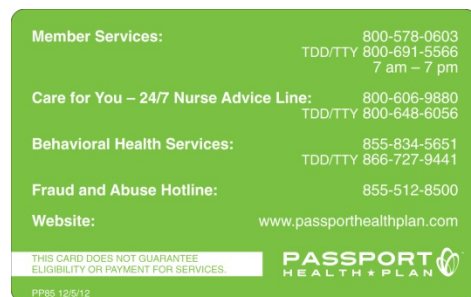
NEW CARD FRONT:



OLD CARD BACK:



NEW CARD BACK:



Dental Network Alert



New Passport ID Cards, cont...

Also in 2013, all Passport members will receive a state-required confirmation letter in addition to their member ID card. Because the confirmation letter lists the members' PCP name and location, it is possible that members will present this document instead of a member ID card.

Please do not turn away any member who presents with the new or old ID card, or the confirmation letter.

Continue to verify member eligibility using one of the following 4 methods:

1. Ky Health Net System

Use the State's website to verify eligibility for Passport and the other 3 managed care organizations (MCOs) in one central location. Using your Medicaid ID (MAID) number, you may log directly onto this system at <https://sso.kymmis.com>, or find more information at www.chfs.ky.gov/dms/kyhealth.htm.

2. Avesis Website*: www.avesis.com

3. Call Avesis Provider Services*: 1-866-909-1083

4. Fill out the Avesis Verification Fax Form* (found on the Avesis website) and fax toll free to: (866) 332-1632. You will receive a reply to the fax within one (1) business day.

*NOTE: These options will only provide eligibility information for Passport.

Questions:

If you have questions about this communication, please contact Carol Brenner, your Dental Provider Relations Representative, at (800) 522-0258, ext. 731.