

October 18, 2012

Verifying Passport Health Plan Member Eligibility With Avesis

Dear Passport Provider:

Avesis Third Party Administrators, Inc. (Avesis), the dental benefits administrator for Passport Health Plan (Passport) would like to again welcome you and your staff. As we have recently communicated, Avesis began administering this program for Passport, effective October 1, 2012

How to Verify Member Eligibility Using the Avesis Web Portal

We understand that the Passport member ID card has a Passport ID number listed and not the member's Medicaid number. To verify eligibility using our web portal, please note:

- If you do not have the member's Medicaid ID number, you may enter the member's first and last name and date of birth into the Search box on the main web portal page. (You do not have to enter the entire first and last name; instead, type a couple of letters and the member information should populate.)
- You may also search by social security number.

Other Options to Verify Eligibility

Remember you may choose from three options to verify eligibility:

Method	Availability	Information Required
1. Avesis web portal (www.avesis.com)	24/7	Medicaid ID #, and/or member name & DOB, or SS #
2. Call Provider Services at (866) 909-1083	Monday through Friday, from 7 a.m. to 7 p.m. EST.	Passport ID #, member name, and/or date of birth
3. 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.	Monday through Friday, from 7 a.m. to 7 p.m. EST.	Medicaid ID # and/or Member name and DOB

Enclosure: Patient Information for Your Practice

To help assist you during this transition, we have enclosed a list of members you have seen within the last year that includes both their Passport ID and Medicaid ID.

On behalf of Passport Health Plan, we extend our sincere appreciation for your participation in the Passport Health Plan Provider Network and look forward to a long and successful partnership.

Sincerely,

Avesis Provider Services