

How to Contact PASSPORT HEALTH PLAN



Important Telephone Numbers

Primary Contact for All Issues and Questions Related to Claims

Provider Claims Services Unit (PCSU): (800) 578-0775

Hours of Operation: Monday - Friday - 8:00 a.m. to 12:00 p.m. EST and between 1:00 p.m. to 5:00 p.m. EST

Primary Contact for Provider Network Account Manager and Education

Provider Network Management Department: (502) 585-7943

Primary Contact for All Issues and Questions Related to Member Eligibility and Benefits

Provider Services: (800) 578-0775

Other Important Telephone Numbers:

Member Services: (800) 578-0603

Utilization Management: (800) 578-0636

Case Management: (800) 578-0636

Website:

www.passporthealthplan.com

Electronic Claims Submission:

Emdeon (formerly WebMD)

(800) 845-6592

Passport Health Plan electronic payer identification number is 61129

Claims Submission (for new and corrected paper claims and correspondence):

Passport Health Plan

P.O. Box 7114

London, KY 40742

Family Planning Claims Submission:

AmeriHealth Family Planning

Attn: Claims

P.O. Box 42476

1901 Market Street, 29th Floor

Philadelphia, PA 19101-2476

Vision Claims Submission:

Block Vision

120 West Fayette Street, Suite 700

Baltimore, MD 21201

Submission of Medical Records (when requested for claims processing):

Passport Health Plan

200 Stevens Drive

Philadelphia, PA 19113