

TOP 10 FAQs

Q1 How do I become a Passport Health Plan Network provider?

A1 Complete this form online: <http://www.passporthealthplan.com/provider/services/enrollment/index.aspx>
For dental, vision or pharmacy providers, please see the designated 3rd party vendor information on the same webpage.

Q2 Our contract was submitted. Did Passport receive it and what's the status?

A2 To become a contracted provider, you must be enrolled and/or credentialed (if applicable) by Passport. The credentialing process may take up to 60-90 days to complete after we have received all required information. For status updates, please call 800-578-0775 and select option 3.

Q3 What is the effective date of my contract?

A3 The effective date is the date your contract was negotiated between Passport and the provider. The clean application date is the date on which Passport's enrollment department receives your packet with all necessary requirements and, once approved, the date recognized as 'participating.' Claims will be processed either from the contract effective date or clean application date, not when the enrollment process is complete. This is good news for claims purposes and is a benefit to working with Passport; no other plan offers this option.

Q4 How do I know if I am a participating provider in the Passport network?

A4 All providers will need a contract to begin the process. An enrollment/credentialing packet (if applicable to your provider type) will need to be submitted. Passport assesses practitioner applicants through the credentialing process. Verifications are conducted upon receipt of all application materials. Following the verification of credentials, Passport's chief medical officer/designated medical director and/or credentialing committee reviews each application for participation approval. Passport will not initiate the credentialing review until a completed and signed application with attachments has been received. The normal processing time is 60 to 90 days from date of submission of a completed enrollment application. Approximately 30-45 days after the provider's credentials are approved, a welcome letter will be sent confirming completion of the process and notification of participation status.

Q5 I have a new practitioner that needs to be added to my existing group. What forms do I need to complete?

A5 Please complete Passport's Adding a Practitioner to a Participating Group form found here: <http://www.passporthealthplan.com/pdf/provider/resources/form/2-7-adding-a-practitioner-to-a-participating-group.pdf>. In addition, a provider application—a CAQH or KAPER1—and Medicaid MAP 347 are required. (Passport can print the CAQH if given the CAQH number on the Adding a Practitioner to a Participating Group form.)

Q6 What is my Passport provider ID number? (Individual - Facility - Group ID)

A6 To obtain the provider, hospital, or group Passport provider ID number, please refer to your welcome letter or contact Passport Provider Services Department at 800-578-0775 and select option 3.

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Q7 What if I have claims to submit while my enrollment (and credentialing, if applicable) is being processed?

A7 Providers may begin submitting claims for services provided to Passport members once they have been notified of the receipt of their completed application.

Providers are required to submit all claims within 180 days of service, but no payment is made until Passport receives confirmation that the provider has been issued a Kentucky MAID number. Please note, claims submitted before Passport receives your Kentucky Medicaid Identification (MAID) number will initially be denied for “No MAID.”

If a provider believes a Passport member must be seen prior to the assignment of a Provider ID number and notification of the receipt of a completed and signed application by Passport, the provider must obtain an authorization from Passport’s utilization management department in order to receive payment for services. Please note that an authorization for service does not guarantee payment.

Providers seeking participation in the Passport network and in the credentialing process will be reimbursed at the participating provider rate, starting from the date Passport receives a completed and signed application packet and confirmation that the provider has been issued a Kentucky MAID number. (Note: statewide claims can retro back to the contract effective date window of review time if all necessary information was received in a timely manner.) If the credentialing committee denies participation, any claims paid during the interim will be recouped, and unpaid claims will be denied.

Q8 If the PCP’s name is not on the member’s card, or the member does not have a card, can we render services to the member?

A8 Yes. Please confirm each member’s eligibility on KY Health Net. If information is not obtainable through KY Health Net, please do not turn members away. Contact Passport’s member services department at 800-578-0603 for assistance. Also, please note that dual eligible members, members who are presumptively eligible, disabled children, and foster care children are not required to have a PCP. All other members either make a selection or have Passport select a PCP for their medical home.

Q9 How do I submit a referral and who should have a copy?

A9 Passport currently offers two options for the initiation and submission of referrals. While paper referral forms remain an option at this time, providers are strongly encouraged to use the electronic submission available through NaviNet at <https://navinet.navimedix.com>.

In addition, copies of completed referral forms should be distributed as follows:

- Copy 1 - Send immediately to:
Passport Health Plan
P.O. Box 7114
London, KY 40742
- Copy 2 - Specialist copy (to be sent with member or mailed to specialist).
- Copy 3 - Patient’s copy.
- Copy 4 - PCP’s copy (to be placed in member’s chart).

Q10 My claims are denying incorrectly. What do I need to do?

A10 For claim inquiries and/or claim related issues, please contact Passport’s provider claims service unit (PCSU) at 800-578-0775, then select option 2 (claims).