



5100 COMMERCE CROSSINGS DRIVE
LOUISVILLE, KY 40229
502-585-7900 / 800-578-0603
WWW.PASSPORTHEALTHPLAN.COM

December 1, 2015

Re: Pharmacy Help Desk Contact Numbers

Dear Pharmacy Provider:

Passport recognizes the beginning of the year can be a challenging time for pharmacies as members join and transition between health plans. Passport wants you to know we are here to assist you during this time. If you need assistance with claims processing or the status of prior authorization requests, you may contact the Magellan Help Desk 24 hours a day with questions at (800) 846-7971.

For any other pharmacy-related issues such as questions about Passport member coverage or eligibility; you may contact Passport Provider Services, Monday through Friday from 8:00am to 6:00 pm at (800) 578-0775.

These contact numbers are effective now and will continue to be after January 1, 2015.

Thank you for your continued service to our members.

Sincerely,

A handwritten signature in cursive script that reads "Thea Rogers Pharm.D.".

Thea Rogers
Director, Pharmacy Services

