



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION

Due to system errors, Medicaid is extending benefits to all members through April 30th

From: Passport Health Plan
Sent: March 31, 2016
To: All Passport Providers

Background:

The Department for Medicaid Services (DMS) has notified Passport Health Plan of issues with the new benefit system which processes all benefit programs administered by the Department for Community Based Services. It has resulted in discontinuation letters being sent to Medicaid members in error or the system incorrectly showing an individual as ineligible for Medicaid. The Cabinet for Health and Family Services is taking action to ensure that no individual loses benefits as a result and has asked MCOs to assist with communicating how DMS would like this matter to be handled. If a person was eligible for Medicaid benefits in March, the person will automatically be eligible for benefits in April.

The Cabinet and DCBS are working with its technology partner, Deloitte, on system issues to stop the incorrect notices and properly reflect eligibility. DMS requests that providers continue to provide necessary services and prescriptions to members during this time.

Provider Action Needed:

Please continue providing services to our members and follow your normal process when verifying eligibility. Should you have questions or concerns, please call Provider Services at 1-800-578-0775.