



NOTICE: Important information for Prescribers Effective 09/01/2016

Date: August 15, 2016

To: All Passport Health Plan Providers

Background

Effective **September 1, 2016**, Passport Health Plan's Pharmacy Benefit Management (PBM) administration will change. CVS Caremark will assume administrative operations, replacing the current administrating company, Magellan. At that time, prescribers may contact CVS' Customer Care to speak with skilled clinicians, including Certified Pharmacy Technicians and Clinical Pharmacists, about service requests and inquiries related to prior authorizations (PA), formulary questions, and drug coverage. Support Center staff can also provide assistance with policy and procedural inquiries, non-clinical requests, pharmacy claims processing inquiries, and claims payment status.

Hours of Operation

Beginning September 1, 2016, CVS' Customer Care staff can be reached 24 hours a day, 7 days a week by calling (888) 512-8935.

Prior Authorization Requests by Phone

Prescribers may request prior authorizations by calling (844) 380-8830 for Specialty and (844) 380-8831 for non-Specialty. Medication utilization reviews and PA decisions are provided in real-time. Therefore, the prescribing physician or their designee should initiate all requests for PA with CVS. Clinical information will be requested in order to establish medical necessity and meet the goals of the established evidence-based criteria. Prescribers may request an appeal by calling (844) 380-8832 or faxing a request to (844) 802-1412.

Prior Authorization Requests by Fax or Mail

Prescribers that choose to fax or mail in a request must complete a prior authorization request form. Forms can be obtained by visiting the web at www.passporthealthplan.com/pharmacy, or by calling (844) 380-8830 for Specialty and (844) 380-8831 for non-Specialty. The fax number and mailing address are located on the bottom of the form.

Faxed prior authorization requests are processed within 24 hours. Please expect delayed responses when mailing PA requests. Mailed PA requests are processed into CVS' fax server upon receipt.

Member Identification Cards

Eligible Passport Health Plan members will receive new ID cards by September 1, 2016, with a new RxBIN number (004336), and a new RxPCN (ADV). During this transition, members may have two cards, so please be

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sure to reference this new card beginning September 1.

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NAME:
SMITH, JANE M.

KY MEDICAID ID# **0012345678** PASSPORT ID# **987654321**

DOB **01/10/08** GENDER **FEMALE**

PRIMARY CARE PROVIDER (PCP): **J. SMITH, MD** PCP PHONE# **5025559090**

RXBIN **004336** RXPCN **ADV** RXGROUP **RX6420**

DO NOT LET OTHERS USE THIS CARD.



Member Services: 800-578-0603
TDD/TTY 800-691-5566
7 am – 7 pm (EST)

Care for You – 24/7 Nurse Advice Line: 800-606-9880
TDD/TTY 800-648-6056

Behavioral Health Services: 855-834-5651
TDD/TTY 866-727-9441


Provider Services: 800-578-0775
8 am – 6 pm (EST)

Pharmacy Services: 888-512-8935

Fraud and Abuse Hotline: 855-512-8500

Website: www.passporthealthplan.com

THIS CARD DOES NOT GUARANTEE
ELIGIBILITY OR PAYMENT FOR SERVICES.

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Additional Resources

Additional information, forms, and documents including a current formulary will be located on the web at www.passporthealthplan.com/pharmacy or by calling (888) 512-8935.

Provider Action Needed: No provider action needed at this time.

Questions: If you have any additional questions, please contact CVS at (888) 512-8935.

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