



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION

Passport's Electronic Funds Transfer is changing October 1

From: Passport Health Plan
Sent: September 1, 2017
To: Passport Providers (excluding Behavioral Health, Vision, Dental, Pharmacy and Passport Advantage)

Background:

Effective October 1, 2017, Passport Health Plan (Passport) is changing its Medicaid (medical only) claims system. As part of this change, InstaMed will be the new vendor for Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT).

The process of submitting claims through Change Healthcare (formerly Emdeon) will not change. For claims submitted prior to October 1, 2017 you will continue to receive ERAs through Change Healthcare.

Provider Action Needed:

- If you have an InstaMed account **with** ERA/EFT, no action is needed.
- If you have an InstaMed account **without** ERA/EFT, please update your account to receive this free service from Passport.
- If you do not have an InstaMed account, you will need to create one using the options below:
 1. [InstaMed Online Registration](#)
 2. [Payer Payments Order Form](#)

InstaMed enrollment questions? Please contact (866) 945-7990 or connect@instamed.com.

Once you register for an InstaMed account, you will be able to review your ERAs through the InstaMed Provider Portal beginning October 1, 2017.

Questions:

For questions about ERA/EFT, please call Provider Services at (800) 578-0775 or contact your [provider relations specialist](#).