



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION

## **Effective October 1, 2017 Passport Medicaid Claims Payment System and Provider Portal Will Change**

From: Passport Health Plan  
Sent: July 1, 2017  
To: Passport Providers

### **Background:**

Passport Health Plan (Passport) launched the Medicaid Center of Excellence in 2016 with its strategic partner Evolent Health. As a part of this continuous improvement toward value-based care in the delivery of Medicaid, Passport is making operational changes to enhance your experience with us.

Beginning October 1, 2017, Passport will have a new claims payment system and provider portal.

### **Provider Action Needed:**

No immediate action is required of you. In the coming weeks, however, you should expect additional communications from Passport. We will provide more information about the payment system migration, your new Passport provider ID, new address and/or payer ID for claims submissions, provider portal training opportunities and more.

Claims submissions for Medicaid behavioral health, dental, vision and pharmacy services as well as Passport Advantage (Medicare) will not change.

Passport's provider portal will also be changing. This provider portal account will allow you to check member eligibility, claims status, etc.

### **Questions:**

If you have questions, please contact Provider Services, 800-578-0775 or your [provider relations specialist](#).