

CLAIMS SYSTEM FAQs

1. What is the effective date of this change?

10.1.17

2. What will be Passport Health Plan's new electronic payer ID?

61325

ACTION REQUIRED:

- Update your practice management system
- Update your internal Electronic Data Interchange (EDI) Vendor
- Update your Hospital Information System (HIS) such as Epic

3. Will the electronic vendor change?

Claims will still be submitted to Change Healthcare (Emdeon)

CHANGE: InstaMed will be responsible for Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT) payment transactions. Providers NOT ENROLLED with InstaMed will receive letter with instructions from InstaMed/Passport.

ACTION REQUIRED: If your office is not currently using InstaMed, register online: www.instamed.com/eraeft or call: (866) 945-7990 or email connect@instamed.com with any questions.

4. Who do I contact if I have issues with electronic claims?

Change Healthcare (formerly Emdeon) will continue to be the vendor for electronic claims submission.

Customer Service: (800) 845-6592

5. Will remittance advices (RA's) look different?

Yes

6. Where do I submit paper claims, corrected claims and appeals?

Continue use of: PO Box 7114
London, KY 40742

7. Will I have a new provider ID?

There will be no more Passport unique provider ID's – we will use NPI's.

8. If we previously used Provider Legacy Numbers on claims in the prior system, do we use them on claims in the new system?

No

9. How will corrected claims be affected?

Prior to 10.1.17 date of service, use Payer ID 61129. Starting 10.1.17 dates of service use the new payer ID 61325.

Corrected claims can be submitted 2 years from the last process date of the original claim to the same PO Box 7114, London KY 40742.

10. Will I still call the same phone number for claims questions?

YES, (800) 578-0775
Press Option 2, option 2.

11. Will there be a new portal?

YES

ACTION REQUIRED:

Refer to New Portal FAQs to learn how to set up a new account prior to 10.1.17

12. Can I check claims status on the new portal?

YES

13. Can I submit claims on the new portal?

No

CONTINUED ON BACK →

CLAIMS SYSTEM FAQs (CONT)

14. Will this claims system change impact behavioral health/dental/vision/pharmacy/ Passport Advantage claims?

NO

15. For claims submitted prior to 10.1.17, how long can claims and referrals be viewed in the prior portal?

Limited access until 3.31.18

16. How will referrals submitted in Navinet portal (prior to 10.1.17) be linked with claims submitted to the new claims system (after 10.1.17)?

Programming will link existing referral (prior to 10.1.17) to claims (post 10.1.17)

17. How will enrollment and credentialing change for the new claims system?

There will be no process changes.

18. Will there be any planned holds on checks during the transition?

No

19. For inpatient claims DOS that span before AND after 10.1.17, where should claims be submitted?

Please submit your claims using the new Payer ID 61325.

CLAIMS	ELECTRONIC	PAPER	QUESTIONS:
Initial Claim DOS prior to 10.1.17	61129 PAYER ID	PO Box 7114 London, KY 40742	(800) 578-0775
Corrected Claims DOS prior to 10.1.17 must be submitted within two (2) years of the last process date of the original claim	61129 PAYER ID	PO Box 7114 London, KY 40742	(800) 578-0775
Claims Appeals DOS prior to 10.1.17 must be submitted within two (2) years of the last process date of the original claim	FAX to: (502) 585-8339	PO Box 7114 London, KY 40742	(800) 578-0775
Initial Claim DOS on or after 10.1.17	61325 PAYER ID	PO Box 7114 London, KY 40742	(800) 578-0775
Corrected Claims DOS on or after 10.1.17	61325 PAYER ID	PO Box 7114 London, KY 40742	(800) 578-0775
Claims Appeals DOS on or after 10.1.17	FAX to: (502) 585-8339	PO Box 7114 London, KY 40742	(800) 578-0775