

PASSPORT PROVIDER PORTAL FAQs

1. What's the name of the new portal?

Passport Provider Portal

2. How will I access the new portal?

Via the Passport Health Plan Website at <http://passporthealthplan.com/providers/provider-portal/> or using the portal URL directly at <https://phkyportal.valence.care/>

3. Will I still have access to Navinet for a period of time? Is there some kind of runout period?

Yes, if you are a current user of Navinet you will have access to Navinet with limited functionality through the run-out period 3.31.18.

4. Can I still contact Navinet if I have issues with historical information stored in Navinet?

Yes, you can continue to contact (888) 482-8057

5. Will I have to create a new account with this new portal?

Passport is providing an opportunity to set up a new provider portal account prior to 10.1.17. By completing and submitting this form to ProviderInquiries@passporthealthplan.com

Your office administrator or user account will be ready for you on 10.1.17. <http://passporthealthplan.com/wp-content/uploads/2017/08/Passport-Provider-Portal-Account-Set-up-Form.pdf>

Information required prior to 9.15.17 to set up your Office Administrator Account before go live on 10.1.17:

First Name, Last Name,
Email, Tax ID, NPI

6. Can someone from Passport come to my office and help train me and my staff learn how to use the new portal?

Yes, your Provider Relations Specialist will be glad to assist and train staff as needed.

7. Who do I contact with portal questions?

Passport Health Plan Provider Services at (800) 578-0775

Your Passport Health Plan Provider Relations Representative <http://passporthealthplan.com/providers/contact-providers-and-services/>

8. Will the new portal have historical information in it?

Yes, limited historical information will be available.

PASSPORT PROVIDER PORTAL FAQs (CONT.)

9. Will the portal have the basic functions that Navinet had?

Yes, the new Passport Provider Portal will have the same tools you need to service our members. Below are the functions available:

MEMBER ELIGIBILITY AND BENEFITS:

You will have the ability to verify member eligibility and benefit information via the portal in real-time

REFERRALS: You will be able to submit referrals through the new portal and perform referral inquiry searches.

CLAIMS: You will not be able to submit claims through the portal at this time. However, you can check the status of a claim and view your electronic explanation of benefits (EOB's) within the portal.

ALERTS: Member Lock-In alerts will be available in the new portal. Care gap alerts will not be available at this time.

REPORTS: Panel Listing Reports will now be available via the new portal and will NOT be mailed to the office. Also, care gaps will not be available at this time via the new portal.

10. May I submit authorizations in the new provider portal?

You will not be able to submit authorizations through the new portal, these will continue to be submitted through EviCore, MedSolutions, or Passport Health Plan Utilization Management Team.

11. Can I pull care gap reports from the new portal?

You will continue to receive them in the same way you do currently.

12. What are some improved features of the new portal?

- Panel listing report will be updated nightly
- Multiple members can be checked for more than one at a time
- I can verify member eligibility and PCP assignments for historical dates (10.1.17 forward)
- Referrals will not have a time limit, good for one year, multiple visits
- Address indicators from the DMS file will be presented (A, W, I) refreshed on a nightly basis
- I can search a diagnosis list which gives me the ability to search ICD-10 codes.
- I can search a procedure list which gives me the ability to search procedure codes.