



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION

## Reminder: Passport's Electronic Funds Transfer is changing October 1 – Register Now!

From: Passport Health Plan  
Sent: September 20, 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:**

Please register now to receive electronic funds transfer for claims on or after October 1, 2017.

To get started, please go to:

1. [InstaMed Online Registration](#) (register online)
2. [Payer Payments Order Form](#) (register by mail or fax)

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 enrollment/registration questions with InstaMed, please call (866) 945-7990 or email [connect@instamed.com](mailto:connect@instamed.com).