



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION

## Reminder: New Claims System changing October 1

From: Passport Health Plan  
Sent: September 28, 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.

### **Provider Action Needed:**

As part of this claims system change, please complete the following:

#### **Claims**

The process of submitting claims through Change Healthcare (formerly Emdeon) will not change. Please be sure to notify your clearinghouse the new Payer ID is 61325 effective October 1, 2017.

#### **Portal**

Beginning October 1, 2017, you may access the new Passport Provider Portal. If you have already pre-registered, you will receive your user ID and password in separate emails. If you did not pre-register for the portal, as an Office Administrator, on or after October 1, 2017, you may [self-register](#), then provide access to other users.

#### **ERA/EFT**

InstaMed will be the new vendor for Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT). Please register with InstaMed [Online](#) or by [mail or fax](#).

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

If you have already registered for an InstaMed account or updated your existing account, thank you, no action needed. You may review your ERAs through the InstaMed Provider Portal beginning October 1, 2017. If you have not registered, you will receive paper checks.

**Questions:**

For questions about the new claims system or if you need help identifying your Office Administrator, please call Provider Services at 800-578-0775 or contact your [provider relations specialist](#).