

NEW CLAIMS PAYMENT SYSTEM QUICK REFERENCE

Passport Health Plan will have a new claims system, new provider portal, and new EFT/ERA vendor beginning October 1, 2017.

Please use this Quick Reference to assist in the transition.

Claims DOS Prior to 10/01/2017		Claims DOS on or After 10/01/2017	
Initial Claim	61129 PAYER ID *	Initial Claim	61325 PAYER ID
Corrected Claims	61129 PAYER ID **	Corrected Claims	61325 PAYER ID

* For Dates of Service on or before 09/30/2017 claims must be submitted no later than 04/01/2018.

** For Dates of Service on or before 09/30/2017, Corrected Claims must be submitted within two (2) years of the *last* process date of the *original* claim.

Payer ID	61325
Passport Provider Services	(800) 578-0775
Provider Claims Service Unit (PCSU)	(800) 578-0775, press Option 2, then Option 2
Passport website	www.passporthealthplan.com
Passport Provider Portal ***	https://phkyportal.valence.care/
ERA/EFT - InstaMed	www.instamed.com/eraeft Enrollment/Registration (866) 945-7990 or email: connect@instamed.com Customer Service (866) 467-8263 or email: support@instamed.com
Paper Claims Submissions	PO Box 7114 London, KY 40742
Claims Appeals	PO Box 7114 London, KY 40742 Fax: (502) 585-8339

*** Passport's new Provider Portal will be available on 10/01/17, current Navinet Users will have limited access for historical information until 07/31/18.