













Meet the Provider Relations Team

Passport Health Plan maintains a strong commitment to meeting the needs of our providers. The Provider Relations Specialist team is dedicated to enhancing network provider relationships and ensuring that day-to-day experiences with Passport are positive. Passport has designated Provider Relations Specialists across Kentucky for all provider types. These Provider Relations Specialists are subject matter experts and are available to provide education and orientations for you. Additionally, Provider Relations Specialists partner with our Providers to problem-solve and offer solutions for each practice's individual needs.

Passport also offers a dedicated Provider Services line which can be reached by calling 1-800-578-0775. This line is your resource for claims inquiries, demographic changes, panel inquiries and general questions. Provider Relations Specialists can be reached individually as shown below or via ProviderRelations@passporthealthplan.com

Territories	Provider Relations Specialist	Provider Type	Contact Info
	New Rep	 Regions 1, 2 & 6; Health Systems; KPCA Organization and Individual accounts, Owensboro Health, Cincinnati Children's Hospital, and UK Healthcare	502-XXX-XXXX xxx.xxx@passporthealthplan.com
	Shannan Thornton	 University of Louisville Healthcare, Baptist Health Systems, Kentucky One, St. Elizabeth's Healthcare, & CHI	502-566-7837 Shannan.Thornton@passporthealthplan.com
	Crystal Roper	 Region 3 Counties; Carroll, Henry, Nelson, Oldham, Shelby, Spencer, Trimble; & Jefferson County with the following zip codes: 40202, 40203, 40204, 40208, 40210, 40211, 40212, 40213, 40291, 40299, 40059, 40205, 40206, 40207, 40220, 40222, 40223, 40232, 40241, 40243, 40245 Health Systems: Carroll County Hospital, One Pediatrics, Kentuckiana Medical Center, Kindred, Physicians Medical Center, Indiana Counties: Floyd, Clark, Harrison	502-212-6763 Crystal.Roper@passporthealthplan.com
	Justin Radford	 PCPs, Specialists, Health Departments Jefferson Co. Zip Codes 40118, 40214, 40215, 40216, 40217, 40218, 40219, 40228, 40258, 40272, & Breckenridge, Bullitt, Grayson, Hardin Larue, Marion, Meade, Washington Counties, & Hardin Intensive Health, Hardin Memorial Hospital, Breckenridge Memorial Hospital, Twin Lakes Regional Medical Center	502-585-7914 Justin.Radford@passporthealthplan.com
	Beth Goodin	 PCP's, Specialists, Health Departments in Region 4, All Medical Center Health Facilities, Taylor Regional, Jane Todd Crawford, Cumberland County Hospital, Hospital Corporation of American (HCA) Facilities, Graves Gilbert Clinic, Lifepoint Hospitals, Hospitals	502-213-8935 Beth.Goodin@passporthealthplan.com
	Lucy Howard	 ALL Region 5, Health Systems: Ephraim McDowell Regional Medical Center Hospital, James B. Haggin Memorial Hospital, Bluegrass Community Hospital, Frankfort Regional Hospital	502-585-8348 Lucy.Howard@passporthealthplan.com

Territories	Provider Relations Specialist	Provider Type	Contact Info
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Donna Moor



ALL Region 7 & 8 Health Systems:
St. Claire, Kings Daughter, Quorum Health
Facilities, Pikeville Medical Center, Pineville
Hospital, Manchester Memorial Hospital,
Highlands, ARH

502-566-7825
Donna.Moor@passporthealthplan.com

Statewide

Henry Spalding



Ambulance, Dialysis, DME, Home Health,
Home Infusion, Hospice, Lab & Rehab Centers,
Ambulatory Surgical Centers, PPEC, SNF

502-212-6728
Henry.Spalding@passporthealthplan.com



Shelley Fife



Passport Advantage Representative
All Pad Providers & Family Health Centers,
Shawnee Christian Health Center, Park Duvalle
and Family Allergy and Asthma

502-212-6816
Shelley.Fife@passporthealthplan.com

Behavioral Health

Territories	Provider Relations Specialist	Provider Type	Contact Info
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Christine Drake



Behavioral Health, Foster Care,
Regions 5, 6, 7, 8 & ALL Norton Healthcare

502-212-6704
Christine.Drake@passporthealthplan.com

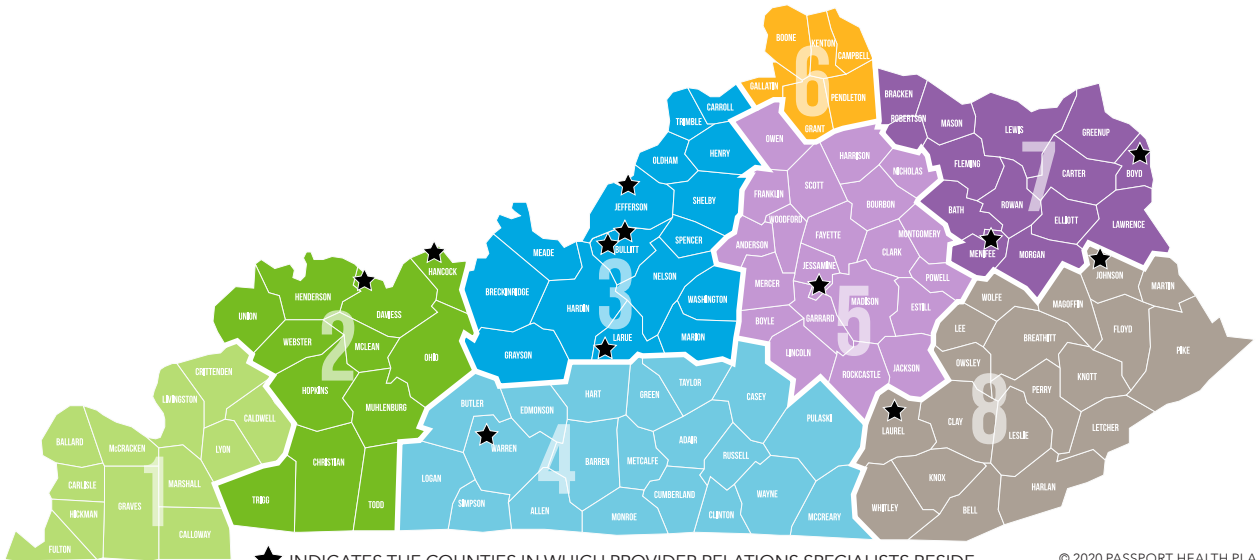


Teri Hardman



Behavioral Health,
Foster Care Regions 1, 2, 3, 4
and all Community Mental Health Centers

502-212-6713
Teri.Hardman@passporthealthplan.com



★ INDICATES THE COUNTIES IN WHICH PROVIDER RELATIONS SPECIALISTS RESIDE