

Provider Services

April 2026

You're Invited to Passport's Provider Connect Days

We are hosting monthly Provider Connect Days at our One Stop Help Centers, located throughout Kentucky, to offer in person opportunities for providers, and provider office staff to connect with the Passport team! We will have subject matter experts from the following teams on site:

- Provider Relations
- Contracting
- Credentialing
- Operations
- Quality
- Utilization Management
- Community Engagement

Date	Open House Format	OSHC Address
Wednesday, April 15, 2026	10:00 AM - 3:00 PM	2028 W Broadway Louisville, KY 40203
Wednesday, May 20, 2026	10:00 AM - 3:00 PM	127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503
Wednesday, June 17, 2026	10:00 AM - 3:00 PM	124 Grand Vue Plaza Hazard, KY 41701
Wednesday, July 15, 2026	10:00 AM - 3:00 PM	410 Southtown Blvd Owensboro, KY 42303
Wednesday, August 12, 2026	10:00 AM - 3:00 PM	636 U.S. 31 W Bypass Bowling Green, KY 42101
Wednesday, September 16, 2026	10:00 AM - 3:00 PM	2028 W Broadway Louisville, KY 40203
Wednesday, October 14, 2026	10:00 AM - 3:00 PM	127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503

New Vision Vendor Coming Soon – VSP Vision Care

Effective August 2026, VSP® will provide Medicaid vision benefits to Passport by Molina Healthcare members.

To ensure there is no delay in your ability to see Medicaid members, please electronically sign the Medicaid Acknowledgement form prior to August 2026.

Beginning August 2026, VSP Kentucky Medicaid fee schedule will be available in the VSP Medicaid Provider Reference Manual on VSPOnline at [eyefinity.com](https://www.eyefinity.com).

If you have any questions about your participation in the Medicaid network, please contact VSP Provider Recruitment at ProviderRecruitment@vsp.com.



1115 Reentry Program

- New – Launching April 1, 2026
- The Reentry Program supports individuals transitioning from incarceration back into the community through provision of some specific care and treatment pre-release and coordinated care management.
- Care Managers (CMs) engage members up to 60 days pre-release and provide support for up to 12 months post-release.
- Focus on continuity of physical health, behavioral health, and social needs to promote a safe and stable transition.
- Passport CMs coordinate with the Department of Corrections and community providers to schedule timely post-release appointments.
- At release, members receive a 30-day supply of required medications (including OTC) and DME prescriptions/orders, if applicable.
- CMs may contact provider offices or attend appointments to support member engagements.
- Post-release supports may include Passport Housing Specialist, Community Connector, Peer Support, and/or Dietician services.



Reminder: 2026 Model of Care Training Required

Passport along with the Centers for Medicare and Medicaid Services require all medical providers contracted with Passport Advantage (DSNP) and Passport Medicare Choice (MAPD) to complete the annual Model of Care training. We offer both virtual and in person trainings.

Virtual Training

- Training is available on our website or by accessing the below quick links. Please be sure to complete the attestation at the end of the training to ensure your office receives credit. We are excited to announce an additional option of a Model of Care Training video. This is a quick 13-minute training video that can be viewed at your convenience to meet the CMS requirement. Once the video is viewed, be sure to complete the required attestation and return to Passport to receive credit for the training.
 - [Model of Care Provider Training Quick Reference Guide](#)
 - [Model of Care Provider Training](#)
 - [Model of Care Attestation](#)

In Person Training

- You may request an in-person or virtual Model of Care training for your office by contacting your Provider Services Representative. Completed Attestation(s) can be submitted via email to PassportAdvantage.AnnualTraining@molinahealthcare.com or faxed to (502) 585-6060.

Providing Facility Information in Availity Essentials

When submitting an authorization request through the Availity Essentials Provider Portal, it is essential to include facility information in addition to the requesting and servicing provider details. This ensures accurate processing and timely decision making. Facility details help confirm the location where care will be delivered, validate network participation, and apply the correct reimbursement and authorization rules. Missing facility information can lead to delays in decisioning, authorization request denials and access to care.

Outpatient and inpatient authorization requests

- **Enter servicing/rendering provider information**
 - You must enter the servicing or rendering provider details in the designated fields. These fields ensure that the provider delivering the service is correctly identified for authorization and reimbursement purposes.
- **Enter additional information**
 - You must include the facility information where the service will be rendered in Provider Notes section. This ensures the health plan can confirm the location, network participation, and apply correct authorization and reimbursement rules.

Availity Essentials Access to Third-Party Billers

We're pleased to share some exciting news with our third-party billers. There is a more efficient, user-friendly way to handle your Molina transactions. We highly encourage you to use our [Availity](#) Essentials Portal for business-related functions, such as eligibility, claims inquiries and authorizations, rather than calling our Contact Center.

To register as a third-party biller, click the [Availity Portal Link](#).

We understand this represents a change for you and have enhanced our portal to address historical concerns and ensure a more seamless user experience:

- You can now upload larger files-up to 640MB.
- Processing is faster, with files being pulled every 5 minutes.
- Real-time email alerts on status updates are available.
- More CPT codes are now auto approved, reducing paperwork.
- Clinical information is required during authorization submission to ensure timely processing.
- At Passport, our goal is to make doing business with us easier. By using Availity, your team can check claim statuses, submit authorization requests faster, track status updates in real-time, and reduce delays caused by fax transmission or manual processes, resulting in faster turnaround times. This means our members will receive quicker access and improved continuity of care.

Ultimately, it's designed to make third-party billers work-flow more efficient and transparent.

Reminder: Paper and Electronic Claims Submission Information

Passport accepts paper and electronic submissions of the CMS-1500 or UB04 claims forms for medical and behavioral health services. Providers may submit initial and corrected claims via the methods listed below, although we highly encourage all in-network providers to submit claims electronically.

- **Electronic Claim Submissions**

- Payer ID 61325 (Medicaid and Marketplace)
- Payer ID 66008 (Passport Advantage)
- SSI is our gateway clearinghouse. Providers can also submit claims to their clearinghouse. We accept EDI transactions through SSI via the 837P for Professional and 837I for Institutional. To ensure all data being submitted to our gateway is received properly, submitters must utilize the latest version of the 837 standard. Please ensure your office is tracking electronic transmissions using the acknowledgement reports. These reports assure claims are received for processing in a timely manner.
- For EDI claim submission issues please contact EDI Customer Service at EDI.claims@molinahealthcare.com or via our online provider portal, Availity at availity.com

- **Paper Claim Submissions**

Medicaid	Marketplace	Medicare Advantage
Passport by Molina Healthcare P.O. Box 36090 Louisville, KY 40233-6090	Passport by Molina Healthcare P.O. Box 43433 Louisville, KY 40253	Passport Advantage P.O. Box 3805 Scranton, PA 18505

Community Engagement – Healthy Living & Member Benefits Sessions

Join us for a 30-minute member information session! These sessions will take place in-person and virtually. You can choose how you attend. We'll give you all the tips and tools to make 2026 your healthiest year yet!

There's no need to sign up ahead of time. Just click on the link below to join.



Healthy Living & Member Benefits Sessions

Join us for a 30-minute member information session! These sessions will take place in-person and virtually. You can choose how you attend. We'll give you all the tips and tools to make 2026 your healthiest year yet! There's no need to sign up ahead of time. Just click on the link below to join!

[Click here](#) or scan QR code
Meeting ID: 281 993 945 629
Passcode: tU38sA



January 6 - December 17
Tuesdays, 12 p.m. EST/11 a.m. CST
Thursdays, 3:30 p.m. EST/2:30 p.m. CST

The 4th Tuesday of each month there will be a special topic with a guest speaker. Hop on to find out more information!

- January – American Cancer
NOTE: This session starts at 12:30 p.m.
- February – Heart Health
- March – Nutrition
- April – Stress Awareness
- May – Mental Health Awareness
- June – Men's Health
- July – World Hepatitis Day
- August – National Immunization Awareness
- September – Suicide Prevention
- October – Breast Cancer Awareness
- November – Smoking Cessation Information
- December – The Influenza Vaccination – (will be on the 3rd Tuesday)

Spanish Session (virtual)
Wednesdays, 12 p.m. EST/ 11 a.m. CST

Healthy Living & Member Benefits Sessions
In-person at local One Stop Help Centers
Wednesdays, 11 a.m. EST/10 a.m. CST

- Bowling Green
 - 636 US 31 W BY-PASS, Suite A
- Covington
 - 1613 Madison Ave.
- Hazard
 - 124 Grand Vue Plaza
- Lexington
 - 127 W. Tiverton Way, Suite 128
- Louisville
 - 2028 W. Broadway
- Owensboro
 - 410 Southtown Blvd., Suite 3

Questions?
For more information or to find your community engagement specialist, call (270) 698-9368.

Appendix - March eNews

-  [Availity Explanation of Payments \(EOPs\)/ Explanation of Benefits \(EOBs\) Reconciliation](#)
-  [Evolut March P&T Policy Updates](#)
-  [Availity Essentials Access to Third-Party Billers](#)
-  [Providing Facility Information in Availity Essentials](#)
-  [Payment Policy Updates March Continued](#)
-  [Payment Policy Updates March](#)
-  [2026 Quality Incentives](#)
-  [Billing, Coding, & Reimbursement Update: Specimen Validity Testing when billed with Definitive and/or Presumptive Drug Testing](#)
-  [Q1 2026 Provider Newsletter Now Available](#)

Stay up to date with what's happening at Passport by registering to receive eNews via email! Click here to [register](#).

Appendix - Behavioral Health Required Seven Day Follow-up After Hospitalization

Psychiatric Hospitalization is an important intervention to stabilize members with acute mental health emergencies. To maintain treatment gains begun in the hospital, out-patient follow-up is essential. Per their contract with Molina, providers must schedule members receiving inpatient psychiatric services for a psychiatric outpatient appointment prior to discharge. This aftercare outpatient appointment must include the specific time, date, location, and name of the Provider. This appointment must occur within seven (7) days of the discharge date.

Also, for Outpatient Providers, if a member misses a behavioral health appointment, the Behavioral Health Provider is responsible to contact the member within twenty-four (24) hours of a missed appointment to reschedule. The responsibility to ensure that members receive prompt follow-up care is a shared responsibility between the hospital, the outpatient BH provider, and the health plan.

For more information about contract requirements on follow-up for behavioral health services, please see our [Provider Manual](#).

Appendix: Keeping CAQH Information Up to Date

- Our Credentialing Program has been developed in accordance with State and Federal requirements and the standards of the National Committee for Quality Assurance (NCQA). The Credentialing Program is reviewed annually, revised, and updated as needed.
- Passport recredentials every Practitioner at least every 36 months. Failure to respond to recredentialing efforts may result in termination from the Passport network. Keeping your CAQH information up to date, including credentialing contact, is essential to the recredentialing process. Steps to ensure information is up to date:
 - Login to CAQH ProView account at <https://proview.caqh.org/pr>
 - Click on "Review & Attest" from the home page
 - Update information as needed
 - Click Attest
 - Upload any applicable supporting documents.
- For additional information about Passport's Credentialing program, including Policies and Procedures, please refer to the Credentialing and Recredentialing section of the [Provider Manual](#).
 - Molina Healthcare, Inc. Attn: Credentialing Dept. PO Box 2470 Spokane, WA 99210 Phone: (800) 578-0775



Appendix: Helpful Resources

Information regarding emergency and/or disaster assistance will be posted, as needed, on our website [here](#).

Passport resources that may be helpful:

- Passport Member Services Line: 800-578-0603 – *we can help with replacing lost member ID cards, assist in obtaining replacement durable medical equipment, and more*
- Behavioral Health Crisis Line: 844-800-5154 – *licensed clinicians are available to assess members in crisis, provide crisis counseling and connection to services*
- Care Management Referrals: Providers can call 800-578-0775, select the Care Management option. Or anyone can email CareManagement_KY@passporthealthplan.com - *this includes referrals for housing assistance and assistance with other social determinants of health (e.g., food, clothing, transportation)*

Passport One Stop Help Center Locations:

- Bowling Green: 636 US 31 W. By-Pass, Suite A, Bowling Green, KY 42101
- Covington: 1613 Madison Ave., Covington KY 41011
- Hazard: 124 Grand Vue Plaza, Hazard, KY 41701
- Lexington: 127 W. Tiverton Way, Suite 128, Unit 4, Lexington, KY 40503
- Owensboro: 410 Southtown Blvd, Suite 3, Owensboro, KY 42303
- Louisville: 2028 W Broadway, Louisville, Kentucky 40203

Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- Assistant at Surgery
- Breast Cancer Genetic Testing Tier 1 vs Tier 2
- Corrected Claim Reimbursement
- Critical Care Codes when Discharging Home
- DRG Clinical Validation
- Duplicate Claim Reimbursement Policy
- Early Elective Delivery payment Policy
- Facility Emergency Department Evaluation and Management leveling
- High-Level E/M with Preventive Medicine Policy
- Hospital Routine Supplies Services Reimbursement
- Hydrolyzed Enteral Formula - Diagnosis
- In-Office Lab Policy
- Inpatient Only Procedures Codes
- Newborn and NICU
- Observation Reimbursement Policy
- Optum Pause and Pay
- Outpatient Definitive Presumptive Drug Testing Medicaid Medicare
- Reduced Services and Discontinued Procedures, Professional and Facility
- Split Night Sleep Study
- Sterilization
- Therapeutic Behavioral Health Services H2019_H2020
- Timely Filing Reimbursement Policy
- Vitamin D Assay Testing

Please note that the effective date of any payment policy, and any subsequent revision to a payment policy, shall not be less than 30 days following the date of publication of that revision, pursuant to Section 27.12 of the Kentucky Managed Care Contract.

Appendix - Resources

Provider Contact Center

- (800) 578-0775

Contracting Inquiries

- KY_Contract_Management@MolinaHealthCare.com

Credentialing Inquiries

- Contracting@passporthealthplan.com

Appeals and Grievances

- MHK_Provider_GnA@passporthealthplan.com

Dental Inquiries

- networkdevelopment@skygenusa.com

Vision Inquiries

- www.marchvisioncare.com

Pharmaceutical Inquiries

- <http://kyportal.medimpact.com>

Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)

[Value Added Benefits](#)