



Provider Services

August 2025

You're Invited to Passport's Provider Connect Days

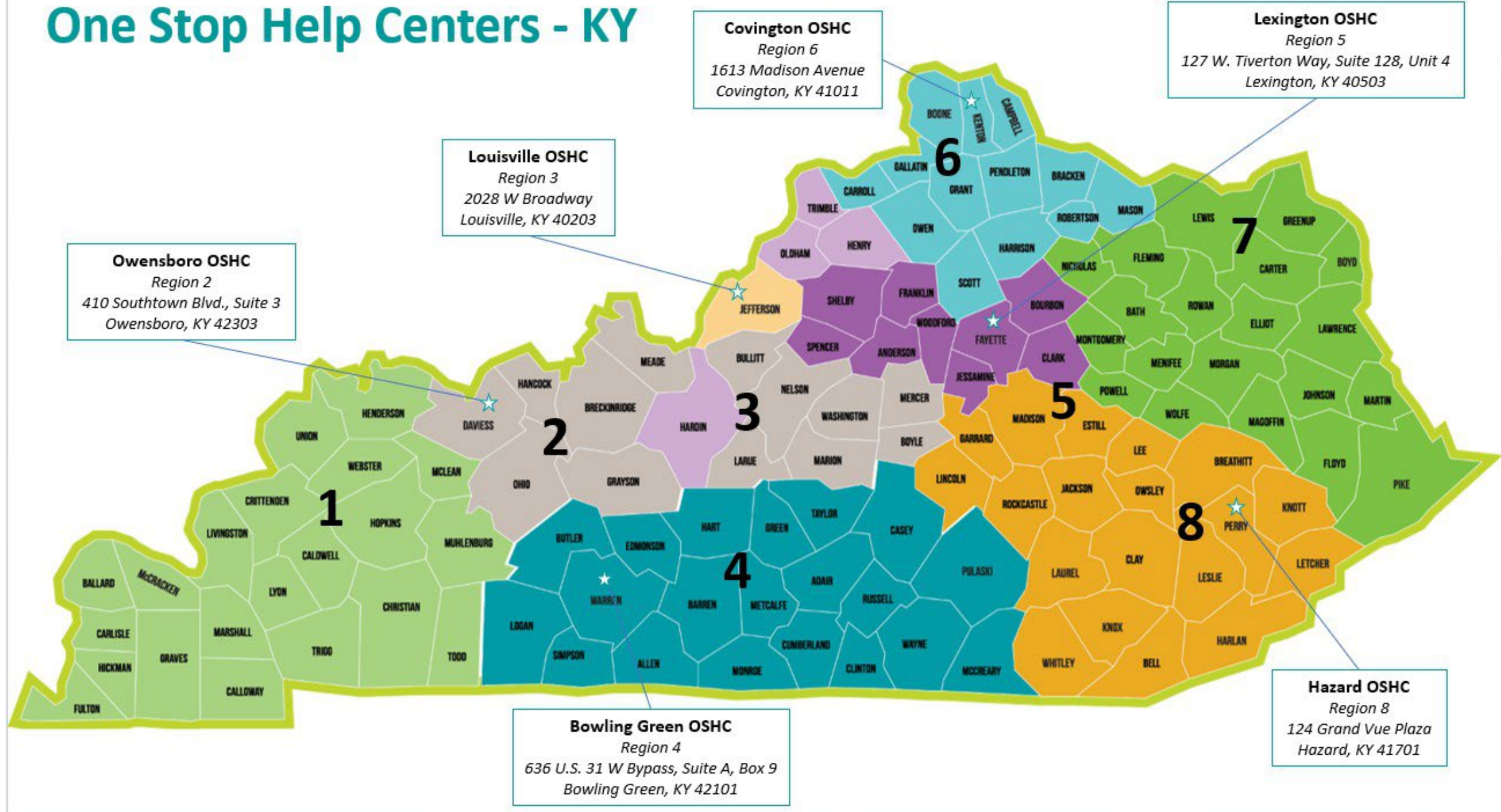
We will be offering monthly Provider Connect Days at our One Stop Help Centers, located throughout Kentucky, to offer in person opportunities for providers, and provider office staff to connect with the Passport team!

We will have subject matter experts from the following teams on site:

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

Date	Open House Format	OSHC Location	OSHC Address
Wednesday, May 28, 2025	10 AM-3 PM CDT	Bowling Green	636 U.S. 31 W Bypass Bowling Green, KY 42101
Wednesday, June 25, 2025	10 AM - 3 PM EDT	Covington	1613 Madison Avenue Covington, KY 41011
Wednesday, July 30, 2025	10 AM - 3 PM EDT	Hazard	124 Grand Vue Plaza Hazard, KY 41701
Wednesday, August 6, 2025	10 AM - 3 PM EDT	Louisville	2028 W Broadway Louisville, Kentucky 40203
Wednesday, September 24, 2025	10 AM - 3 PM CDT	Owensboro	410 Southtown Blvd Owensboro, KY 42303
Wednesday, October 29, 2025	10 AM - 3 PM EDT	Lexington	127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503

One Stop Help Centers - KY



Prior Authorization Training for Behavioral Health Providers

Passport is making all Behavioral Health providers aware of new **Prior Authorization Guidance**, effective on **July 1, 2025**.

Over the past few months, we have been and will continue to host virtual training sessions on prior authorizations, which include reminders on how to submit PA's, what now requires a PA, and contact information should you have questions.

Please join us on one of the dates to learn more about the authorization process.

Date	Time	Team Meeting
August 20, 2025	10:00 am to 11:00 am	Join the meeting now 1-332-245-4727 ID: 205 641 258#
August 27, 2025	3:00 pm to 4:00 pm	Join the meeting now 1-332-245-4727 ID: 612 434 366#

Adult Wellness Visits

Passport encourages all members to have at least one comprehensive well-care visits with a PCP or OB/GYN practitioner each calendar year.

Primary Care Providers are encouraged to ensure each member assigned to their panel completes an annual wellness visit to promote healthy behaviors, provide immunizations, and to build and maintain relationships with your members.

An annual wellness visit also allows for providers to validate any chronic conditions and ensure the most accurate and comprehensive documentation for the member.

For more information, [Preventive Care and Clinical Practice Guidelines](#) are available to all providers on the Passport website.

Did you know
that members
ages 22+ can
earn a \$25 gift
card for
completing an
annual wellness
visit?

New Provider Quality Incentive Opportunities

Members who had a visit with women's health provider as defined below prior to pregnancy had significantly higher rates of timely prenatal and postpartum care than those who did not have a visit with a women's health provider.

The new incentives are outlined below:

- Passport will pay an **additional \$10** for Diphtheria, Tetanus, and Pertussis (DTaP) vaccines given to members between their 1st and 2nd birthdays. This quality incentive will be paid for date of service **(DOS) 8/1/2025-12/31/2025** via claim as an enhancement to the current medical fee schedule reimbursement.
- Passport will pay an **additional \$10** for Pneumococcal Conjugate (PCV) vaccines given to members between their 1st and 2nd birthdays. This quality incentive will be paid for date of service **(DOS) 8/1/2025-12/31/2025** via claim as an enhancement to the current medical fee schedule reimbursement.
- Passport will pay an **additional \$50** for one (1) annual well woman visit with a GYN, OB, OBGYN, or APRN specialized in obstetrics and gynecology /APRN Midwife for female members aged 16 to 24-year-old. This quality incentive will be paid for date of service (DOS) **8/1/2025-12/31/2025**

Nicotine Cessation PIP - Resources for Members

- Passport offers nicotine cessation telephonic support for both teens and adults.
- Anyone can refer a Passport member for telephonic outreach and health education and/or care management.
- To refer a Passport member for Passport’s nicotine cessation support:
 1. Complete the referral form and return it via fax or email [Health education and Care management referral form](#)
 2. Contact the Provider Call Center at (800) 578-0775 and ask to speak to a Care Management team member. Your call will be put through to the voicemail for the department. Please leave a detailed voicemail message with the members name, DOB, member ID, best telephone number, your name and number, and reason for referral.
- After the referral is received, members will be assigned for outreach. The team will make 3 outreach attempts and then send a letter.
- We have found that members are more likely to engage with the our team when their provider has informed them of the referral.

Nicotine Cessation Referral: **Teen Example**

Complete Member and PCP Information on page 1 and Section 3 Referral for Care management services on page 2.

3. Referral for Care management services	
To refer a Passport member for Care Management services: Fax or e-mail the completed referral form to Passport at 1 (800) 983-9160 or <CareManagement_KY@PassportHealthPlan.com> If you have any questions, you may call (800) 578-0775 and speak to one of our Care Management team members.	
Member's main diagnosis or reason for referral: <i>Nicotine cessation counseling - teen: reports using Zyn pouch daily and vapes on occasion.</i>	Please mark if there is a concern about the member's: <input type="checkbox"/> Use of emergency room care for non-emergency health needs <input type="checkbox"/> Lack of "pharmacy home" to manage schedule II-V controlled medications
Secondary diagnoses, issues, or barriers to care including Social Determinants of Health (i.e. diabetes, BH/SUD, h/o CAD, food insecurity, transportation barriers, housing insecurity, etc.):	
Please check if the member has one of the following diagnoses: <input type="checkbox"/> Serious Mental Illness <input type="checkbox"/> Serious Emotional Disturbance <input type="checkbox"/> Opioid Use Disorder	
Additional Information: <i>Mom and patient bot reported wanting assistance, mom seems more interested for patient but patient agreed</i>	

Nicotine Cessation Referral: **Adult Example**

Complete Member and PCP Information as well as section 1 Referral for Telephonic Adult Education Services on page 1.

1. Referral for Telephonic educational service		
To refer a Passport member for the following health education services: 1. Fax or E-mail the completed referral form to Passport at 1 (800) 642-3691 or <MHHealthEducationMailbox@PassportHealthPlan.com> 2. Fax required documentation with all referrals.		
Case Manager Outreach for:		Health Educator Outreach for:
<input type="checkbox"/> Asthma (2+ years old) <input type="checkbox"/> COPD (35+ years old) <input type="checkbox"/> Depression (18+ years old) <input type="checkbox"/> Diabetes (18+ years old)	<input type="checkbox"/> Hypertension (18+ years old) <input type="checkbox"/> SUD (18+ years old)	<input checked="" type="checkbox"/> Smoking Cessation (18+ years old) <input type="checkbox"/> Adult Weight Management (18+ years old)

Availity Enhancement Coming Soon! – Digital Correspondence (DC) Hub

- **What is it?** The Digital Correspondence Hub is a brand-new tool, crafted to streamline communication, allowing providers to receive, manage, and track digital communications from Molina within the Availity Essentials workflow. This will reduce inefficiencies tied to traditional correspondence methods. Experience the future of communication with our digital letters (initially rolling out with Prior Authorization letters) along with paper letters! Digital PA letters will be sent in real-time and tracked seamlessly.
- **What does this mean for providers?** As a provider, Digital Correspondence offers an easy way to manage and track digital communications in one place, integrating with other applications in Availity Essentials.
- **Molina will be launching this innovation with prior authorization letters!** By transitioning to digital correspondence, providers can:
 - Effortlessly access it anytime and anywhere (24/7)
 - View letters in real time (within seconds of receipt rather than waiting days or weeks)
 - View multiple types of letters, including Approval/Denial and progress of the authorization case (Ad Hoc Letters), and
 - Print & download response letters
- **Training** - Training is available from Availity to help you get familiar with the Digital Communications Hub application. Click on the link to access Availity's on-demand recording or to register for a live session with Availity when available: [DC Hub Training Demo](#).

Reminder: Appeal and Grievances

Please do not submit the following scenarios to the Appeals & Grievances department.

Ensure they are routed through the correct submission channel. If providers mistakenly send this documentation to Appeals & Grievances, it may be rejected or cause processing delays.

Situation	Where to Send Information
If claim(s) are examined by Cost Recovery/SIU, that department sends an overpayment notification letter with appeal instructions.	Providers should follow the instructions on the overpayment notification.
If the provider identifies an overpayment, the request should be sent to the recovery team.	Recovery Phone Queue: 866-642-8999 Fax Number: 866-314-4613 Recovery Provider Lock Box Passport by Molina Healthcare of Kentucky P.O. Box 2144 Indianapolis, IN 46206
If claim(s) are examined by Optum, that department sends the provider a notification with instructions on how and where to submit Optum documentation.	Providers should follow the instructions on the Optum notification.
Claims denied for missing or invalid explanation of benefits from other insurance carriers, invoices, itemized bills, or consent forms are not considered claim appeals.	In order to process the request appropriately and promptly, please follow Passport by Molina's claim submission processes and timely filing requirements outlined on the provider manual on www.Molinahealthcare.com and/or your provider contract.
Claim submissions are only accepted via the appropriate Claims PO Box, Availity, or Clearinghouse. Passport strongly encourages providers to submit claims electronically.	Providers should submit any claims to the appropriate claim submission methods for proper processing. Please follow Passport by Molina's claim submission processes and timely filing requirements outlined on the provider manual on www.Molinahealthcare.com and/or your provider contract.

Provider A&G Data - Top 5 Coding Reasons Provider Appeals are Upheld

Unbundling/NCCI/Global Related Issues

- Procedure has an unbundling relationship with another code.
- Billed within the global period of a prior procedure.
- Payment is always bundled into another service.

Frequency Related Denials

- Procedure exceeded allowed frequency per policy.
- Repeat radiology procedure requires a repeat procedure modifier. Frequently seen on 71045.

Inappropriate Modifier Use

- Modifier billed was not appropriate for the billed procedures.
- Missing an anatomical modifier or telehealth modifier.

Diagnosis

- Diagnosis position invalid
- Diagnosis not commonly associated with the HCPCS billed

Add-On Code Errors

- Add on code submitted without a valid primary procedure.
- Add on code not payable due to denial of the primary service.

Reminder: Credentialing

- Passport by Molina Healthcare will not start a credentialing/new enrollment application unless a MAID is issued. Passport Credentialing does not start the provider load if the Medicaid number is pending. It must be present in Provider Inbound, or provider must be able to provide approval letter from DMS. Once the MAID is issued, providers may submit applications per normal processes (contracting@passporthealthplan.com).
- Another reminder to ensure provider CAQH profiles are updated, with correct credentialing contact information.



Reminder: 2025 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.
 - [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.

Community Engagement – Member Information Sessions

Member Education Sessions offered virtually

Tuesdays 12 p.m. EST/11 a.m. CST

Thursdays 3:30 p.m. EST/2:30 p.m. CST

Spanish Session Virtually – Thursdays

12 p.m. EST/ 11 a.m. CST

Member Education 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
- Owensboro, 410 Southtown Blvd. Suite 3

Questions?

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

Session dates and times

Sessions run January 7 thru December 11, 2025 – except on holidays



How to join a virtual session:

To join a session,
[click here](#) or scan
QR code

Meeting ID:
281 993 945 629

Passcode:
tU38sA



Please join us for a 30-minute member information session! These sessions will take place in person and virtually, so your members can choose how they would like to attend.

There's no need for members to sign up ahead of time; members can click the link below at the time that works best for them.

[Link](#) to Member Information sessions flyer

[Link](#) to Member Information sessions flyer on Passport website

Appendix - July eNews



[Behavioral Health Authorizations](#)



[Progeny Health Partnership](#)



[Behavioral Health Authorization FAQs](#)



[Schedule Sports Physical Exam during Well-Child Visit](#)



[Provider Newsletters Available](#)



[Louisville Provider Connect Days](#)



[2025 New Women's Health Quality Incentive Expansion](#)



[2025 Pediatric Quality Incentive Expansion](#)

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

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
- 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 - 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: TBD

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

- KentuckyProviders@DentaQuest.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: Availability](#)

[Passport
Advantage](#)

[Marketplace](#)

[KHIE](#)