

Provider Services

February 2026

MHKY 2926 APP 03/23/2026 WZ 24973



Utilization Management Turnaround Times for Utilization Management Decisions

Passport strives to complete UM review in a timely manner to accommodate the urgency of a member's medical situation.

- For Urgent or Emergent requests, Passport UM has 24 hours in which to render a determination. Due to the short time frame, providers should submit the clinical information with the authorization request. Providers have 2 business days in which to request an authorization of an urgent inpatient admission.
- For Non-Urgent and Retrospective requests, Passport UM has 5 calendar days in which to render a determination.

Standard Request	Urgent Request
Reviewed within five (5) business days of receipt.	Reviewed within one (1) business day of receipt.

What to expect upon review determination:

Provider notification of the determination is generally sent via fax or the Provider Portal, depending upon how the initial request was submitted to Passport.

- Approvals will include the authorization number, approved date span and approved services.
- Denials contain written notification of the denial and the denial reason along with a letter outlining appeal rights.
- Partial Approvals include the authorization number and approved date span and services. Notification of the denial is also included along with a letter outlining appeal rights.

Important Update Regarding Paper Claims

Effective March 1, 2026, Passport will begin enforcing CMS paper claim form standards for all paper claim submissions. This update ensures compliance with federal billing requirements and supports faster, more accurate claim processing.

Claims that do not meet these standards, such as those submitted on black-and-white copies, scanned reproductions, or misaligned forms, will be rejected. Please take a moment to review and ensure compliance with the following CMS guidelines:

CMS Billing Requirements

- Only claim forms printed in Flint OCR Red, J6983 (or exact match) ink are acceptable.
- Downloaded or photocopied CMS-1500 forms cannot be used, as they may not meet scale and OCR color standards.

References:

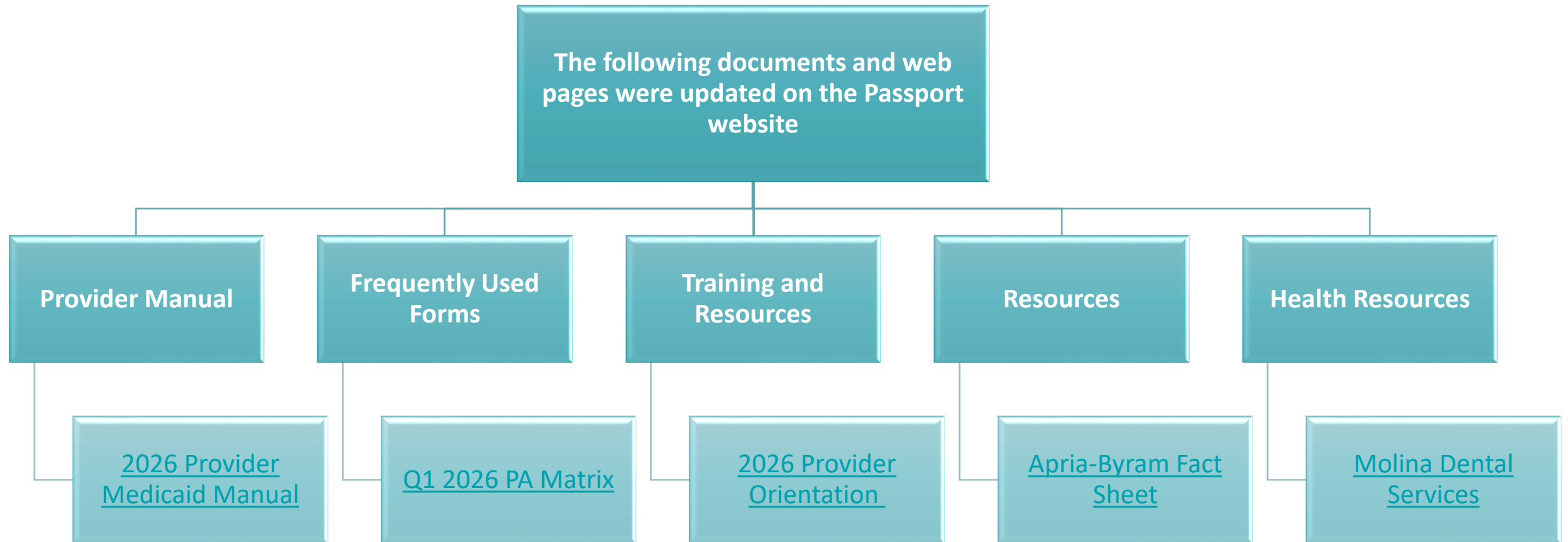
- CMS - Professional paper claim form (CMS-1500)
- CMS – CMS-1500 Printing Standards (Chapter 26, Section 30)
- NUCC – CMS-1500 Form Design & Purchase Info

To purchase compliant forms, contact:

- U.S. Government Printing Office: 1-866-512-1800
- Local printing vendors or office supply stores



Provider Communications



ADA Compliance Requirements for Provider Facilities, Equipment & Personnel

ADA REQUIREMENT AREA

DESCRIPTION

Accessible Communication Formats

Includes braille, audio, large print, and qualified interpreters to ensure effective communication.

Facility Accessibility

Physical spaces must support mobility and sensory access, including ramps, signage, and navigational aids.

Equipment Compliance

Medical and service equipment must be usable by individuals with disabilities.

Personnel Training

Staff must understand accessibility policies and know how to support individuals with diverse needs.

Administrative Services

Intake, scheduling, and communication processes must be accessible and barrier-free.

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 - 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 - January eNews



SKYGEN Claims Submission



Payment Policy Updates



TEAMKY 1115 SMI Waiver Update



2026 January MCP Policy Update

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

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](#)