

Provider Services

January 2026

MHKY 2925 APP 03/23/2026 WZ 24973



Utilization Management Turnaround Time for Prior Authorizations

As part of the CMS-0057 Final Rule on Interoperability and Prior Authorization, new federal requirements for standard requests will take effect on **January 1, 2026**.

This will impact how quickly we must respond to prior authorization requests. Specifically, Medicare D-SNP, and Marketplace standard requests must be processed within seven (7) calendar days. These changes are designed to improve transparency, reduce administrative burden and ensure timely patient care access.

To support timely and compliant processing, providers are strongly encouraged to review their processes and ensure all required clinical documentation is submitted at the time of request. Submitting complete information helps avoid delays and ensures patients receive timely access to care. In addition, CMS-0057 introduces new application programming interfaces (APIs) to enhance access to prior authorization details. We encourage providers to stay informed and participate in upcoming education sessions to support a smooth transition and avoid delays.

Utilization Management Letters Available Digitally



Utilization Management (UM) letters are now available on Availity Essentials!

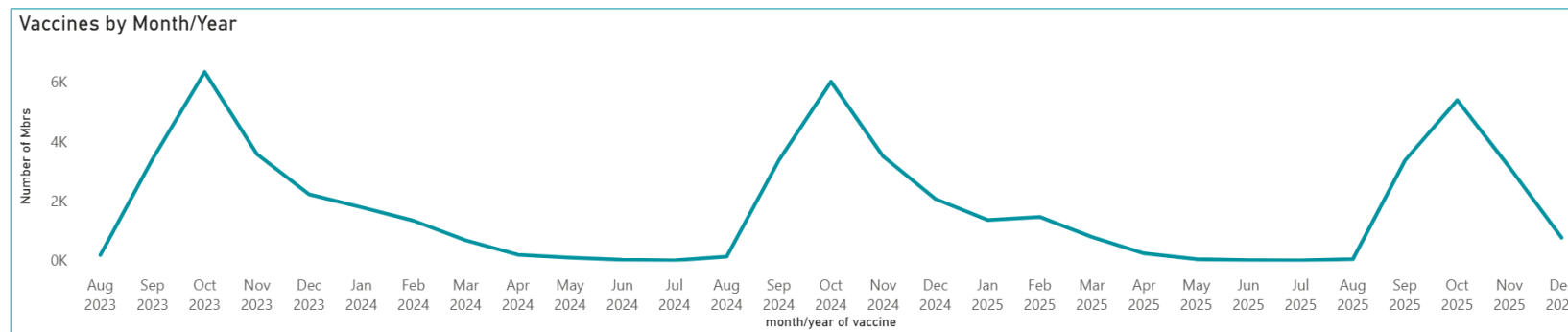
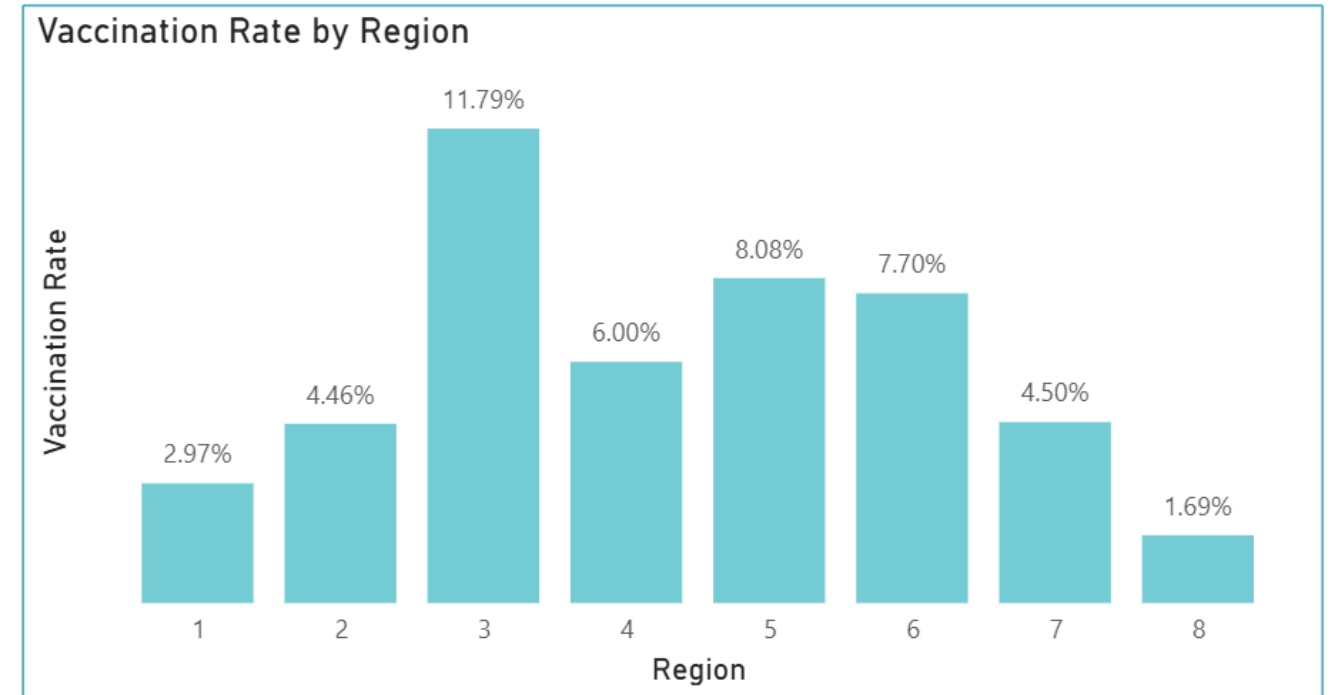
This initiative supports an environmentally friendly approach by reducing paper usage and aligning with modern digital standards. Providers will not have to do anything, but you will now have quicker access to decisions.

This will improve your experience and transparency across the board. Please note that this is only available for Availity authorizations.

2025-2026 Flu Season: EPSDT Members 2-20 years Not Protected

- **Average Flu Vaccination Rate 2023-2024: 17.45%** of members ages 2-20 years.
- **Vaccination Rate End of December: 10.29%**
- Trend shows the number of monthly vaccinations declines precipitously after the October peak.
- Members may not have awareness that they can still be negatively impacted by the flu AND still have opportunity in January/February to get protected.
- If you still have vaccine stock, every visit is an opportunity to offer the flu vaccine to your pediatric and young adult patients.

2025-26 Flu Season Vaccination Rate for members 2-20 years by Region



2025-2026 Flu Season

The Advisory Committee on Immunization Practices (ACIP) continues to recommend routine annual influenza vaccination for all individuals aged six months and older without contraindications. Immunization remains the primary preventive measure against influenza and its complications.

Passport will cover all FDA-approved administered flu vaccines during the 2025-2026 flu season.

1. 2025–2026 flu season. (2025, August 6). Influenza (Flu)
2. ACIP Recommendations Summary. (2025, August 28). Influenza (Flu)
3. FluMist (influenza virus vaccine [live/attenuated]) [prescribing information]. Gaithersburg, MD: MedImmune LLC; August 2025.
4. American Academy of Pediatrics, Committee on Infectious Diseases. Recommendations for prevention and control of influenza in children, 2025-2026: policy statement. Pediatrics. Published online July 28, 2025. doi:10.1542/peds.2025-073620
5. Miller, A. (n.d.). CDC publishes 2025-2026 US flu vaccination recommendations

MCO PIP: Improving Delivery of Tobacco Cessation Services - Year 2

Quick Review: PIP runs through 12/31/2026

Overall goals of the PIP is to improve:

- Screening for nicotine/tobacco product use for Adults and Adolescents
- Cessation Counseling for Adults and Adolescents
- Pharmaceutical Treatment for Adults when not contraindicated
- Combination Pharmaceutical and Counseling for Adults when not contraindicated
- Increase use of KY Quitline for Adults and Adolescents

Additional Billing/Coding guidance from the American Lung Association:

[Billing Guide for Tobacco Screening and Cessation](#)
[Billing Guide Addendum for Behavioral Health](#)

Service and ICD-10 Codes that Close Care Gaps

Code(s)	Description
Z71.6*	Tobacco use counseling (used with tobacco use dx code)
99406	Smoking and Tobacco use cessation counseling visit, 3-10 min
99407	Smoking and Tobacco use cessation counseling visit, >10 min
S9453	Smoking cessation group
4000F	Tobacco use cessation intervention, counseling (COPD, CAP, CAD, Asthma)(DM)(PV)
4001F	Tobacco use cessation intervention, pharmacological therapy (COPD, CAP, CAD, Asthma)(DM)(PV)
4004F	Patient screened for tobacco use and received tobacco cessation intervention (counseling, pharmacotherapy, or both), if identified as a tobacco user (PV, CAD)
99384-99387 99394-99397	Comprehensive Preventive Medicine Codes (well visit codes) with Z71.6 included in the diagnostic coding
99078	Physician psychoeducation services, group setting with Z71.6 included in the diagnostic coding
NRT Codes	All nicotine use replacement pharmacological intervention codes

*When providing clinical care that is not focused only on nicotine cessation intervention but includes nicotine cessation intervention during the visit, Z71.6 can be used to indicate counseling and close the care gap.

KyCOMPASS: Perinatal Behavioral Health Support for Providers

- March of Dimes 2025 report: 31.4 deaths/100,000 births KY (defined as during or within 6 weeks of pregnancy)
- KYDPH Maternal Mortality Report 2025:
 - 89% of all maternal deaths reviewed were deemed preventable
 - **33% of all maternal deaths had mental health as a contributing factor**
 - 76% of decedents had Medicaid-funded healthcare
- *KyCOMPASS launched 12/1/2025 through the KY Department for Public Health*
- Free support to any provider serving perinatal patients in Kentucky
- Get consultation regarding screening, diagnosis, psychotropic intervention, and care planning.
- Care coordination available with the program to help connect patients to behavioral health providers for ongoing care.
- For more information: www.kycompass.org

Kentucky Consultation & Outreach for Maternal Psychiatry and Support Services

 **KyCOMPASS**

Free Mental Health Guidance for Your Patients

Our secure online portal offers the tools and support you need to navigate the mental health of your patients.

-  **Near real-time clinician-to-clinician support**
Consult with licensed perinatal psychiatrists and other mental health professionals for guidance on diagnosis, medication, screening, and care planning
-  **Streamlined screening assistance**
Assistance selecting and interpreting validated screening tools like EPDS and PHQ-9
-  **Coordinated resource navigation**
Curated referrals to local therapists, psychiatrists, and more based on patient needs and location
-  **Care continuity for complex cases**
Optional follow-ups for ongoing guidance
-  **Educational resources**
Trainings, evidence-based guidelines, and best practices for treatment

Get Started

- 01 Register with us at kycompass.org**
For the fastest support, visit www.kycompass.org.
- 02 Start or schedule a consultation**
For support, start a consultation, and we'll be in touch with next steps.
- 03 Confidently care for your patients**
With access to professional mental health guidance, you can provide families with the safe, effective support they deserve.

Serving all perinatal providers across Kentucky from urban areas to rural towns.
OB/GYNs, Family Medicine Physicians, Pediatricians, Nurse Practitioners, Physician Assistants, Midwives

Breast Cancer Screening PIP - Goals

PIP started 7/1/2025 and runs through 12/31/2027



Overall goals of the PIP are to improve:

Breast Cancer Screening
Enrollees aged 40 – 49
years (BCS-E, 40 – 49
years)
begins 1.1.2026

Breast Cancer Screening
Enrollees aged 50 – 74
years (BCS-E, 50 – 74
years) started 7.1.2025

Documented
Assessment after
Mammogram
(DBM-E, 40 – 74 years)
begins 1.1.2026

Follow-Up after
Abnormal Mammogram
Assessment
(FMA-E, 40 – 74 years)
begins 1.1.2026

Breast Cancer Screening PIP – Measure Descriptions

BCS-E Measure Description:

Breast Cancer Screening PIP – Importance of Breast Cancer Screening

Early Detection Saves Lives

- Breast cancer screenings play a critical role in detecting cancer at an early stage, when treatment is more effective and chances of survival are highest.
- Early detection significantly improves health outcomes and long-term survival rates.

Why Timing Matters

- Screening mammograms can identify cancer up to 10 years earlier than when symptoms might first appear or be noticed by a doctor.
- This makes routine screenings essential, even if there are no symptoms or family history.

Updated Guidelines

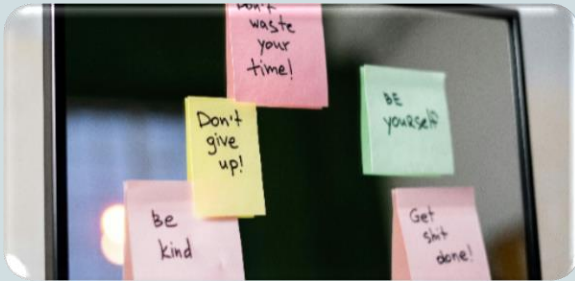
- The U.S. Preventive Services Task Force now recommends mammograms every two years for women aged 40 to 74 who are at average risk for breast cancer.
- This recommendation reflects newer evidence that starting at age 40 offers greater benefit than previously thought.

Higher-Risk Considerations

- Women with higher risk factors (e.g., family history, genetic predispositions, or prior abnormal results):
 - May need to start screening earlier.
 - Might require more frequent screenings or additional imaging (like MRIs).

Breast Cancer Screening PIP – Passport Assistance

Passport is happy to help practices coordinate assistance with the following:



Member reminders



Arranging alternate screening sites/hours



Making follow-up referrals for enrollees with abnormal mammography results.



Coordination assistance: follow-up with radiologist, breast surgeon, surgical oncologist, medical oncologist, or radiation/oncologist for abnormal results.

Contact your Quality Specialist or email PassportQuality@MolinaHealthcare.com if you would like Passport to help!

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 - December eNews



[Q4 2025 Provider Newsletter Available](#)



[Billing, Coding & Reimbursement Reminder](#)



[Payment Policy Updates](#)



[Billing, Coding & Reimbursement Updates: Non-Approved FDA Drugs](#)



[SKYGEN Partnership](#)



[Molina Dental Policy Updates](#)

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
- 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](#)