

# Provider Services

---

July 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

# Reminder – Behavioral Health Services Requiring Prior Authorization

Effective July 1, 2025 Prior Authorization (PA) requirements for behavioral health services have changed. Prior Authorizations for behavioral health services, including mental health and additional SUD services has been re-instated for all members.

## Passport Resources Include:

- [Behavioral Health Training Slide Deck](#)
- [eNews Communications](#)
- [BH Specific Authorization Forms](#)
- [Universal Authorization Form](#)
- Virtual Meetings
- In-Person Connect Days

## DMS Resources Include:

- [DMS Behavioral Health Initiatives Website](#)
- [DMS Comparison Document](#)
- DMS Provider Letters
  - [5/23/25 – ASAM 4<sup>th</sup> Edition](#)
  - [4/8/25 – Behavioral Health PA's](#)
  - [3/14/25 – BH PA Resumption](#)

## Submitting authorization requests:

- Utilize Availity provider portal
- Fax clinical request to 833-454-0641
- Call in the request to 800-578-0775

# Prior Authorization Training for Behavioral Health Providers

Date	Time	Team Meeting
July 16, 2025	10:00 am to 11:00 am	<a href="#">Join the meeting now</a> 1-332-245-4727 ID: 396 158 963
July 30, 20205	3:00 pm to 4:00 pm	<a href="#">Join the meeting now</a> 1-332-245-4727 ID: 980 067 226#
August 20, 2025	10:00 am to 11:00 am	<a href="#">Join the meeting now</a> 1-332-245-4727 ID: 205 641 258#
August 27, 2025	3:00 pm to 4:00 pm	<a href="#">Join the meeting now</a> 1-332-245-4727 ID: 612 434 366#

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.

# Provider Portal – Availity Essentials

## Continued Learning Documents Available:

- To support efficient claims processing and billing, we offer key learning guides on the Availity Essentials Provider Portal, including:
  - Guide to Submitting Corrected Claims
  - Guide to Submitting Itemized Bills

## Accessing the Documents:

- These resources are not publicly posted—please ask your representative for copies of the learning documents.

## Purpose of the Guides:

- These documents provide step-by-step instructions to help ensure accurate and timely submissions.
- They are designed to reduce rework, avoid denials, and support provider success on the Availity platform.

# Provider Data Management – Group Roster Template

## Purpose of the Group Roster Template

- The group roster template should be used **when submitting more than 10 requests** for any of the following:
  - Adding **new providers** to a new or existing group.
  - Making **demographic changes** to existing provider information.
  - **Terminating** providers from a group.

## Completing the Template

- Ensure **all required fields are completed**, especially those **highlighted in yellow** for new provider enrollments.

## Alternative Submission Options

- For **fewer than 10 new provider enrollments**, use the **Request to Add New Provider Form**.
- For **demographic updates or terminations**, the **Provider Information Update Form** is also available for convenience.

## Where to Access Forms

- All necessary forms, including the group roster template and individual update forms, can be accessed on our website:

👉 [Molina Healthcare KY Medicaid Provider Forms](#)

# 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](mailto: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 - June eNews



[Reminder Proper Coding](#)



[Porter Cares](#)



[Electronic Visit Verification \(EVV\) Reminder](#)



[May Policy Updates](#)



[Kentuckiana Health Collaboration](#)



[Itemized Bills Required for Some Facilities](#)



[Evolent MCP Policy Updates](#)



[Payment Policy Updates](#)



[Humira Hadlima PA Update](#)

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](mailto: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](mailto:KY_Contract_Management@MolinaHealthCare.com)

### Credentialing Inquiries

- [Contracting@passporthealthplan.com](mailto:Contracting@passporthealthplan.com)

### Appeals and Grievances

- [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)

### Dental Inquiries

- [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.com)

### Vision Inquiries

- [www.marchvisioncare.com](http://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](#)