

Provider Services

March 2025



Update: 2025 Performance Improvement Plan – Nicotine Cessation

Overall goals of the PIP are to improve:

- Screening for nicotine/tobacco product use for Adults and Adolescents
- Cessation Counseling for Adults and Adolescents
- Pharmaceutical Treatment for Adults
- Combination Pharmaceutical and Counseling for Adults
- Increase use of KY Quitline for Adults and Adolescents



How you can help:

Passport would like to understand the ways you, our providers, engage patients in nicotine/tobacco use screening and interventions.

We are requesting practices complete a 2-minute survey to help us with this endeavor. Responses are anonymous and will help us tailor educational materials and support for providers to match the cumulative survey results.

Thank you for your help. Please use the link below to complete the survey by 5/1/2025:

https://molinahealthcare.surveymonkey.com/r/Nicotine_Use

Update: 2025 Performance Improvement Plan – Nicotine Cessation - Resources

Kentucky Quitline

- KY Quitline offers Kentuckians free nicotine cessation counseling with a personal coach and education for providers: [Kentucky – Education](#)
- Providers can refer patients to the KY Quitline:
 - Through their website: [Kentucky - Make a Referral](#)
 - Fax: [Kentucky-Provider-Fax-Referral.pdf](#)
- The Quitline’s eReferral allows providers to set up referral directly through their EHR: [Kentucky – eReferral](#)
- Alternatively, providers can direct patients to:
 - www.quitnowkentucky.org
 - 1-800-QUIT-NOW (784-8669)

Adult Populations

- [USPSTF: Final Recommendation Statement: Tobacco Smoking Cessation in Adults, Including Pregnant Persons](#)
- [CDC: Clinical Cessation Tools | Smoking and Tobacco Use](#)

MyLife, MyQuit™ - KY Quitline for Youth

- [My Life My Quit \(https://mylifemyquit.org/en-us/\)](https://mylifemyquit.org/en-us/) offers tweens and teens resources and education, online enrollment and live chat, as well as Text to Quit options.
- Youth can text “Start My Quit” to 36072 to enroll.

Pediatric Populations

American Academy of Pediatrics

- [Tobacco Control and Prevention](#)
- [Clinical Practice Toolkit AAP Cessation ACT Flowchart.pdf](#)

[Tobacco Prevention and Cessation Program - Cabinet for Health and Family Services](#)

Update: Availity Appeals and Reconsideration Changes

| | Claim Payment Inquiry/Reconsideration | Claim Payment Dispute/Appeal |
|-------------------|---|--|
| Definition | A Claim Payment Inquiry or Reconsideration is a review of a claim providers believe was paid or denied incorrectly due to a minor error. These inquiries are typically straightforward and can be quickly resolved. | A Claim Payment Dispute or Appeal is a more formal review of a claim providers believe was paid or denied incorrectly. This process typically requires the submission of supporting documentation to substantiate the dispute or appeal. |
| Categories | <ol style="list-style-type: none"> 1. Reconsideration – Authorization 2. Reconsideration – Eligibility 3. Reconsideration – Pricing Review 4. Reconsideration – Other <p>*Not Formal Appeals*</p> | <ol style="list-style-type: none"> 1. Appeal – Authorization 2. Appeal – Benefit 3. Appeal – Code Edits 4. Appeal – Contractual Payment Issue 5. Appeal – Enrollment/Eligibility/COB 6. Appeal – Untimely Filing |
| Examples | <ul style="list-style-type: none"> • Retro-eligibility issues • Coordination of benefit updates • Claims denied as a duplicate in error • Claims denied for no auth when auth is not required or when an approved auth is on file | <ul style="list-style-type: none"> • Denials for code edits • Untimely filing • Non-covered benefits • Absent or denied authorizations |

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.
 - [2025 Model of Care Provider Training Quick Reference Guide](#)
 - [2025 Model of Care Training](#)
 - [2025 Model of Care Training Attestation](#)

In Person Training

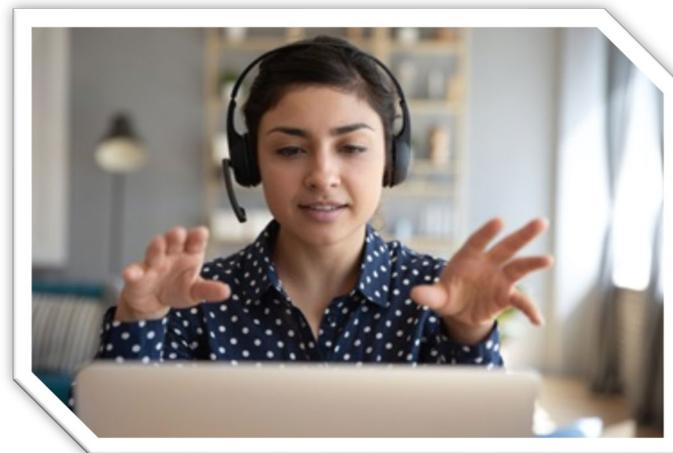
- You may request an in-person or virtual Model of Care training for your office by contacting your Provider Services Representative.

Completed Attestation(s) can be submitted via email to PassportAdvantage.AnnualTraining@molinahealthcare.com or faxed to (502) 585-6060.

Reminder: Culturally and Linguistically Appropriate Services (CLAS) standards

Communication and language assistance (5-8 of 15):

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.



Reminder: Cultural and Linguistic Expertise

Passport has a demonstrated history of developing targeted health care programs for a culturally diverse membership and is well-positioned to successfully serve these growing populations by:

- Contracting with a diverse network of community-oriented providers who have the capabilities to address the linguistic and cultural needs of our members;
- Educating employees about the differing needs among members; and
- Developing member education material in a variety of media and languages and ensure that the literacy level is appropriate for our target audience.

Providers are required to participate in and cooperate with Passport's provider education and training efforts as well as member education and efforts. Providers are also to comply with all health education, cultural and linguistic, and disability standards, policies, and procedures. Additional Cultural and Linguistic Resources are available to providers such as:

- Low-literacy materials
- Translated documents
- Accessible formats (i.e., Braille, audio or large font)
- Cultural sensitivity trainings and cultural/linguistic consultation

Health Risk Assessment

Passport by Molina Healthcare encourages our members to complete their Health Risk Assessments (HRAs) each year in order to better understand and manage the health needs of our members.

Any assistance in completing the HRA form for your patients that are members of our plan or encouraging them to complete, is greatly appreciated and will contribute significantly to improving patient care and outcomes.

All members with a completed HRA will receive a \$25 gift card.

The link to the HRA form is

<https://www.molinahealthcare.com/members/ky/en-us/mem/medicaid/hra.aspx>.



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](#).

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

Community Engagement OSHC Events – March 2025

| OSHC Location | Event / Date | |
|---|--|--|
| <p>Bowling Green OSHC</p> <p>636 U.S. 31 W Bypass Bowling Green, KY 42101</p> <p>Phone: (270) 698-9368</p> <p>*Central Time*</p> | <ul style="list-style-type: none"> •QPR Training with LifeSkills | <p>Tuesday, March 4th from 11:00am-1:00pm</p> |
| | <ul style="list-style-type: none"> •4 Good Community Resource Box Giveaway | <p>Wednesday, March 5th from 9:00am-11:00am</p> |
| | <ul style="list-style-type: none"> •Diabetes Education Class Series | <p>Thursday, March 6th from 10:00am-12:00pm</p> |
| | <ul style="list-style-type: none"> •KY Moms Virtual Baby Shower | <p>Thursday, March 6th from 2:00pm-4:00pm</p> |
| | <ul style="list-style-type: none"> •Blood Drive with Red Cross | <p>Wednesday, March 12th fr, 12:00pm-4:00pm</p> |
| | <ul style="list-style-type: none"> •Diabetes Education Class Series | <p>Thursday, March 13th from 10:00am-12:00pm</p> |
| | <ul style="list-style-type: none"> •Nutrition Series | <p>Wednesday, March 19th from 1:00pm-2:00pm</p> |
| | <ul style="list-style-type: none"> •Diabetes Education Class Series | <p>Thursday, March 20th from 10:00am-12:00pm</p> |
| | <ul style="list-style-type: none"> •Diabetes Education Class Series | <p>Thursday, March 27th from 10:00am-12:00pm</p> |
| <p>Hazard OSHC</p> <p>124 Grand Vue Plaza Hazard, KY 41701</p> <p>Phone: (270) 767-5701</p> <p>*Eastern Time*</p> | <ul style="list-style-type: none"> • Resource Fair – Monday, March 17th from 9:00am-11:00am • QPR Training with KY Rive Regional Prevention Center – Monday, March 24th from 10:00am-11:00am | |

Community Engagement - 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 - 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
- Duplicate Claim Reimbursement Policy
- DRG Clinical Validation
- 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
- 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

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

- 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: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)