

Provider Services

March 2026

MHKY 2927 APP 03/23/2026 WZ 24973



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 Relations
- Contracting
- Credentialing
- Operations
- Quality
- Utilization
- Management
- Community Engagement

Date	Open House Format	OSHC Address
Wednesday, March 11, 2026	10:00 AM - 3:00 PM	1613 Madison Avenue Covington, KY 41011
Wednesday, April 15, 2026	10:00 AM - 3:00 PM	2028 W Broadway Louisville, KY 40203
Wednesday, May 20, 2026	10:00 AM - 3:00 PM	127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503
Wednesday, June 17, 2026	10:00 AM - 3:00 PM	124 Grand Vue Plaza Hazard, KY 41701
Wednesday, July 15, 2026	10:00 AM - 3:00 PM	410 Southtown Blvd Owensboro, KY 42303
Wednesday, August 12, 2026	10:00 AM - 3:00 PM	636 U.S. 31 W Bypass Bowling Green, KY 42101
Wednesday, September 16, 2026	10:00 AM - 3:00 PM	2028 W Broadway Louisville, KY 40203
Wednesday, October 14, 2026	10:00 AM - 3:00 PM	127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503

Appeals and Grievances Trend Spotlight: Pharmacy Appeals

- A&G identified a high volume of pharmacy-related appeals in Q4.
- A significant number of these appeals were overturned, but only after additional clinical information was received.
- This indicates that many initial prior authorization (PA) requests are missing key clinical details needed for timely approval.
- Pharmacy team outreach occurs, but the timeframe to obtain additional information is very short, often resulting in a preventable denial.
- These avoidable denials delay member access to medications and generate unnecessary administrative burden for providers and health plan teams.



Pharmacy Appeals Reminder: Documentation of Initial PA at Submission

1

Submit complete clinical information with initial pharmacy prior authorization request.

2

Check the [Molina Preferred Drug List](#) to confirm required step-therapy medications.

3

Verify which preferred drugs must be tried and failed before submitting a request for a non-preferred medication.

4

Include dosing history, duration of therapy and any relevant lab values that support the request.

5

Document why preferred medications cannot be used or have been tried or failed.

Health Risk Assessment (HRA) Reminder



Department for Medicaid Services of Kentucky- Health Risk Assessment

Kentucky Medicaid is committed to helping you stay healthy. Completing the Health Risk Assessment (HRA) will help us help you to reach or maintain your healthcare goals. Please take the time to answer each question as accurately as you can to complete Sections 1 and 2. Once completed submit the HRA to your MCO using the information in Section 3.

The information you share will remain private. If you have questions or need assistance with completing the HRA, contact your Managed Care Organization (MCO) member services at (800) 578-0603.

Member information

Name: _____ Address: _____

Date of Birth: _____ Age: _____ Medicaid ID#: _____

Managed Care Organization: _____

Phone: _____ Text messaging allowed: Y N

Email: _____ Email contact allowed: Y N

Emergency contact name: _____ Phone: _____

Date completed: _____ Who completed the HRA: _____



Department for Medicaid Services of Kentucky: evaluación de riesgos para la salud

Kentucky Medicaid se compromete a ayudarlo a mantenerse sano. Completar la evaluación de riesgos para la salud (HRA) nos ayudará a ayudarlo a alcanzar o mantener sus objetivos de atención médica. Tómese el tiempo para responder a cada pregunta con la mayor precisión posible para completar las Secciones 1 y 2. Una vez completada, envíe la HRA a su Organización de Atención Médica Administrada (MCO) utilizando la información de la Sección 3.

La información que comparta seguirá siendo privada. Si tiene alguna pregunta o necesita ayuda para completar la HRA, comuníquese con los servicios para miembros de su MCO llamando al (800) 578-0603.

Información del miembro

Nombre: _____ Dirección: _____

Fecha de nacimiento del afiliado: _____ Edad: _____

N.º de identificación de Medicaid: _____

Organización de Atención Médica Administrada: _____

Teléfono: _____ Mensajes de texto permitidos: S N

Correo electrónico: _____

Contacto de correo electrónico permitido: S N

Nombre del contacto de emergencia: _____ Teléfono: _____

Fecha en que se completó la evaluación: _____

Quién completó la HRA: _____

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

Community Engagement OSHC Events – March 2026

OSHC Location	Event / Date
<p>Bowling Green OSHC 636 U.S. 31 W Bypass Bowling Green, KY 42101</p>	<ul style="list-style-type: none"> QPR Training – Tuesday, March 3rd from 10am – 11am CT
<p>Covington OSHC 1613 Madison Avenue Covington, KY 41011</p>	<ul style="list-style-type: none"> Provider Connect Day – Wednesday, March 11th from 10am – 3pm ET Testing for HIV & Hepatitis C – Thursday, March 12th from 1pm – 3pm ET Overdose Education and Naloxone Distribution provided by NKY Health Department – Monday, March 16th from 11am – 2pm ET Testing for HIV & Hepatitis C – Wednesday, March 25th from 1:00pm – 3:00pm ET
<p>Hazard OSHC 124 Grand Vue Plaza Hazard, KY 41701</p>	<ul style="list-style-type: none"> Testing for HIV and Hepatitis C– Wednesday, March 4th from 9:30am – 1pm ET Testing for HIV and Hepatitis C– Wednesday, March 11th from 9:30am – 1pm ET Testing for HIV and Hepatitis C– Wednesday, March 18th from 9:30am – 1pm ET Testing for HIV and Hepatitis C– Wednesday, March 25th from 9:30am – 1pm ET
<p>Lexington OSHC 127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503</p>	<ul style="list-style-type: none"> Voices of Hope/Narcan Education – Friday, March 20th from 12pm – 1:30pm ET HIV/HCV Testing with Target for UK Healthcare – Friday, March 20th from 2pm – 3:30pm ET
<p>Louisville OSHC 2028 W Broadway Louisville, KY 40203</p>	<ul style="list-style-type: none"> Republic Bank Finance Wellness Class – Wednesday, March 18th from 12pm – 1pm ET Louisville Health Fair – Thursday, March 19th from 9am – 4pm ET
<p>Owensboro OSHC 410 Southtown Blvd Owensboro, KY 42303</p>	<ul style="list-style-type: none"> 4 Good Community Resource Day – Wednesday, March 11th from 12pm – 2pm CT

Community Engagement – Healthy Living & Member Benefits Sessions

Join us for a 30-minute member information session! These sessions will take place in-person and virtually. You can choose how you attend. We'll give you all the tips and tools to make 2026 your healthiest year yet!

There's no need to sign up ahead of time. Just click on the link below to join.



Healthy Living & Member Benefits Sessions

Join us for a 30-minute member information session! These sessions will take place in-person and virtually. You can choose how you attend. We'll give you all the tips and tools to make 2026 your healthiest year yet! There's no need to sign up ahead of time. Just click on the link below to join!

[Click here](#) or scan QR code
Meeting ID: 281 993 945 629
Passcode: tU38sA



January 6 - December 17
Tuesdays, 12 p.m. EST/11 a.m. CST
Thursdays, 3:30 p.m. EST/2:30 p.m. CST

The 4th Tuesday of each month there will be a special topic with a guest speaker. Hop on to find out more information!

- January – American Cancer
NOTE: This session starts at 12:30 p.m.
- February – Heart Health
- March – Nutrition
- April – Stress Awareness
- May – Mental Health Awareness
- June – Men's Health
- July – World Hepatitis Day
- August – National Immunization Awareness
- September – Suicide Prevention
- October – Breast Cancer Awareness
- November – Smoking Cessation Information
- December – The Influenza Vaccination – (will be on the 3rd Tuesday)

Spanish Session (virtual)
Wednesdays, 12 p.m. EST/ 11 a.m. CST

Healthy Living & Member Benefits Sessions
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
- Louisville
 - 2028 W. Broadway
- Owensboro
 - 410 Southtown Blvd., Suite 3

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

Community Engagement – Advocate Information Sessions

Session dates and times:

Mondays

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

Sessions run every Monday except holidays.

Questions?

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



How to join a virtual session:

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

Meeting ID:
281 993 945 629

Passcode:
tU38sA



Join us for a 30-minute advocate information session! These sessions will take place virtually, so it's easy to attend. Learn more about Passport's Medicaid health plan benefits and rewards, including vision and dental. We'll also share ideas on how we can help you as advocates.

There's no need to sign up ahead of time. Just click the link or scan the QR below to join at a time that works best for you!

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 - February eNews



[SW License Error](#)



[Cell and Gene Therapy Access Model for Casgevy and Lyfgenia – Billing Information Guide](#)



[Payment Policy Update](#)



[Billing, coding & Reimbursement Update: Serum Iron, Lipid Testing, and Thyroid Testing](#)



[Humira Biosimilar 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
- 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](#)