

Provider Services

May 2024

Status Update: Optum- Change Healthcare (CHC) Outage

Provider payments

- As of April 4, 2024, Passport transitioned its direct connection with ECHO (an Optum-CHC partner). Passport has reestablished a direct connection with Optum-CHC to resume provider payments via the pre-outage process. Payments are current and will continue to be processed in the order received.

835 Electronic Remittance Advice files and Explanation of Payment

- 835 Electronic Remittance Advice (ERA) files and Explanation of Payment (EOP) will continue to be available on providerpayments.com. These files have returned to pre-outage layouts.

Electronic claims submission

- As of 4/5/24 electronic claims submissions continue to follow our alternate process, as Passport has **not** reconnected to CHC for any EDI clearinghouse services no established connectivity to any of CHC's affiliate clearinghouses (iEDI/Relay) at this time.

Below are the communications we've sent regarding the Change Healthcare outage that occurred on 2/21/24

- Link to pop alert on website: <https://www.molinahealthcare.com/meetmolina/outage-passport>
- eNews 2/27 - [Change Healthcare Outage 2/27](#)
- eNews 2/29 - [Change Healthcare Outage 2nd Notification](#)
- eNews 3/11 - [Change Healthcare Outage 3rd Notification](#)
- eNews 3/18 – [Change Healthcare Outage 4th Notification](#)
- eNews 4/5 – [Change Healthcare Outage 5th Notification](#)



Update: Healthcare Services – Gender and Health Equity (Broadening the Lens)

**GENDER AND HEALTH EQUITY:
BROADENING THE LENS**

Virtual Training Series for Healthcare and Other Helping Professions
Via WEBEX

12 TO 1 P.M. FOR ALL DATES

May 14	Congenital Syphilis is Preventable: A Call to Action Kristina Angel Bryant, M.D., University of Louisville School of Medicine
July 9	Rights of Pregnant and Parenting Students under Title IX of the Civil Rights Act Samantha Hunt, Esq., A Better Balance
Sept. 10	Engaging Men to Prevent Gender-Based Violence Juan Carlos Areán, Ph.D., Futures Without Violence
Nov. 12	Disability & Gender Based Violence: A Closer Look Cishella Durling, University of Louisville

Attendance at all sessions is not required.
*Continuing education credits for Community Health Workers are pending

RSVP:



 **PASSPORT**
BY MOLINA HEALTHCARE



<https://louisvilleky.wufoo.com/forms/m12ej4w01qtpizi>

Update: Provider Services Issue Resolution Surveys

Provider Services Issue Resolution Surveys

- New internal process
- Improve provider satisfaction
- Identify opportunities for a stronger partnership
- Direct provider feedback
- 5 questions
 - My Representative acknowledged my inquiry within 24-48 hours and followed up with a resolution or response within 30 days.
 - My Representative communicated professionally, clearly, and concisely.
 - My Representative provided me with resources or references to support their response.
 - My Representative offered education regarding Molina's online resources and the Availity Essentials portal.
 - I am satisfied with my Representative's overall level of customer service.



Update: Behavioral Health – Mental Health Awareness Month

May is Mental Health Awareness Month.

One in five people will experience a mental health condition in any given year and everyone faces challenges that can impact their mental health. May is a good time to remember the importance of screening for mental health symptoms (See [this link](#) for screening resources) and to encourage members to take positive action to manage their mental health: exercise, reducing screen time, and being intentional about maintaining positive relationships.

Mental Health Awareness Month is also a good time to address stigma that can be associated with a mental health diagnosis. Educating members and the public on mental health reduces stigma and supports those who have mental health conditions.

Additional resources are below:

- Mental Health American - <https://mhanational.org/>
- National Alliance on Mental Illness - <https://www.nami.org/Home>
- Substance Abuse and Mental Health Services Administration - <https://www.samhsa.gov/mental-health-awareness-month/toolkit>

Update: Survey on Tele-Mental Health Services in KY



Researchers at the University of Kentucky College of Nursing are inviting you to take part in an anonymous online survey that is part of a research study about tele-mental health services in Kentucky. The purpose of the study is to better understand the efficacy of using telehealth systems to provide behavioral healthcare. This study is funded by the Kentucky Cabinet for Health and Family Services' Department for Medicaid Services.

To be eligible to participate in this study, you must be:

- 18 years of age or older, AND
- Provide services to Medicaid beneficiaries.

If you agree to participate in this study, you will be asked to take an online survey. The survey will take about 15 minutes to complete. The records of this study are confidential. The first 175 study participants will receive a \$10 gift card.

Dr. Chizimuzo (Zim) Okoli is the Principal Investigator for this study and his contact information is provided below. If you have complaints or concerns about your rights as a research volunteer, you can contact the staff in the University of Kentucky Office of Research Integrity at 859-257-9428 or toll-free at 1-866-400-9428.

Thank you for taking the time to consider participating in this important study. To ensure your responses will be included in our study, please complete the survey by June 30, 2024.



University of Kentucky College of Nursing
517 College of Nursing Building, Lexington, KY 40536-0232
859-323-6606 | bhwell@uky.edu | ctokoli1@uky.edu

Researchers at the University of Kentucky College of Nursing are conducting a study, *Assessing the Efficacy of Telehealth Systems to Provide Behavioral Healthcare*.

The study involves a brief electronic survey of Mental and Behavioral Health Medicaid providers within MCO networks, to understand perspectives about delivering mental and behavioral health services through telehealth platforms.

Findings from this assessment will provide critical information to inform the development of strategies to improve mental and behavioral health delivery and engagement through telehealth platforms.

Approvals for this study have been obtained through both the University of Kentucky Institutional Review Board (UK IRB) and Kentucky's Cabinet for Health and Family Services Institutional Review Board (CHFS IRB).



Reminder: Behavioral Health – Psych Hub

Molina makes available free of charge to our provider network the extensive behavioral health resources available through Psych Hub.

Psych Hub provides an ever growing library of evidence-based behavioral health content for professionals, paraprofessionals, and members.

See some of the great benefits below:

- Free CEUs for professionals in topics like motivational interviewing, CBT, and management of suicide.
- Videos for members and family members that help provide information on behavioral health conditions like anxiety, ADHD, depression, etc.
- Training for paraprofessional staff in understanding basic behavioral health concepts

This link can get you started: https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/fl/medicaid/Psych-Hub-Getting-Started-2023_R.ashx

Provider Portal – Availity Essentials

Passport utilizes Availity Essentials for our Provider Portal. Providers may register for access to our Provider Portal for services that include self service member eligibility, claim status, provider searches, to submit requests for authorization and to submit claims.

The Provider Portal is a secure website that allows our providers to perform many self-service functions 24 hours a day, 7 days a week.

Services offered by Availity Essentials and Passport include:

- Claim submission/resubmission
- Claim status
- Viewing remittance advice
- Obtaining member eligibility and benefits information
- Submitting authorization requests
- HEDIS Information

Organization Registration Resource
availity.com/registration-tips

Community Engagement OSHC Events – May 2024

OSHC Location	Event / Date
Bowling Green OSHC 636 U.S. 31 W Bypass Bowling Green, KY 42101 Phone: (270) 698-9368	<ul style="list-style-type: none">• PAVe (Parents Against Vaping e-cigarettes) ToT – 5/1/24 (1pm CST)<ul style="list-style-type: none">○ Provide parents with education about the health and safety risks of vaping. It will provide you the opportunity to train people in your community on this important issue.
Covington OSHC 1613 Madison Avenue Covington, KY 41011 Phone: (270) 698-9371	<ul style="list-style-type: none">• Wellness & A1C Testing – 5/8/24 (1:30pm-3:30pm EST)• Hispanic Community Baby Shower – 5/8/24 (11am-2pm EST)
Lexington OSHC 127 W. Tiverton Way, Suite 128 Lexington, KY 40503 Phone: (859) 997-9336	<ul style="list-style-type: none">• Narcan Training with Voices of Hope – 5/29/24 (12pm-1pm)

Monthly Member Benefit Highlight – Member Information Sessions

Session dates and times

Sessions run January 8 thru December 6, 2024 – except on holidays

Mondays	Tuesdays	Wednesdays	Thursdays	Fridays
3:30 p.m. ET (2:30 p.m. CT)	11 a.m. ET (10 a.m. CT)	3:30 p.m. ET (2:30 p.m. CT)	12:30 p.m. ET (11:30 a.m. CT)	11 a.m. ET (10 a.m. CT)
Hosted by Reda Fugate and Rosa Bradley	Hosted by Rosa Bradley and Rebecca Stone	Hosted by Reda Fugate and Rebecca Stone	Hosted by Rosa Bradley and Rebecca Stone	Hosted by Reda Fugate and Julie Kreimborg

Spanish sessions- Thursdays

Noon ET (11 a.m. CT)
Hosted by Emma Breetz

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](#).

Meeting ID:
281 993 945 629

Passcode:
tU38sA



Change Healthcare Outage 5th Notification

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](#).

- [Breast Cancer Genetic Testing Tier 1 vs Tier 2](#)
- [Corrected Claim Reimbursement policy](#)
- [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](#)
- [Intensive Outpatient Therapy for Substance Use Disorders H0015](#)
- [Newborn and NICU](#)
- [Observation Reimbursement Policy](#)
- [Optum Pause and Pay](#)
- [Outpatient Definitive Presumptive Drug Testing Medicaid Medicare](#)
- [Self Help Peer Support Services H0038](#)
- [Split Night Sleep Study](#)
- [Sterilization](#)
- [Therapeutic Behavioral Health Services H2019_H2020](#)
- [Timely Filing Reimbursement Policy](#)
- [Treatment Plan Development Payment Policy](#)
- [Inpatient Only Procedures](#)

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: Availability](#)

[Passport
Advantage](#)

[Marketplace](#)

[KHIE](#)