

Provider Services

May 2026

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, 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

Link to website: [One Stop Help Centers | Medicaid | Passport Health Plan by Molina Healthcare](#)

Q2 2026 Prior Authorization Code Matrix Updated

EFFECTIVE	SERVICE CATEGORY	UPDATE TYPE	CODES	NOTES
4/1/2026	Healthcare Administered Drugs	Remove (PA)	J1460, J1560, 90281	
4/1/2026	Hyperbaric and Wound Care	Add (PA)	Q4415, Q4416, Q4417, Q4402, Q4403, Q4404, Q4405, Q4406, Q4407, Q4408, Q4410, Q4398, Q4399, Q4414, Q4412, Q4411, Q4409, Q4413, Q4400, Q4401	New skin substitute codes for 1/1/26
4/1/2026	Imaging & Special Tests	Add (PA)	70472, 70473	70472 and 70473 are replacing 0042T
4/1/2026	Imaging & Special Tests	Add (PA)	75577	75577 replaces the existing four codes c: 0623T, 0624T, 0625T, 0626T
4/1/2026	Hyperbaric and Wound Care	PA Update	Q4116, Q4122, Q4128	No PA required when associated with breast reconstruction related to breast cancer diagnosis.
1/1/2026	Healthcare Administered Drugs	Deleted/Invalid Codes	S0189	
7/1/2025	Healthcare Administered Drugs	Deleted/Invalid Codes	C9173	
1/1/2026	Healthcare Administered Drugs	Add (PA)	J1572	Code deletion was cancelled, will remain PA required.
1/1/2026	Healthcare Administered Drugs	Deleted/Invalid Codes	S0013	Code deleted 12/30/2025 and replaced with J0013.
1/1/2026	Multiple Categories	Deleted/Invalid Codes	0394T, C9089, C9751, C9784, G6001, G6002, G6003, G6004, G6005, G6006, G6007, G6008, G6009, G6010, G6011, G6012, G6013, G6014, G6015, G6016, G6017, Q4100	Deleted codes effective 01/01/2026
4/1/2026	Transplants/Gene Therapy	Add (PA)	J3404	
1/1/2026	Hyperbaric and Wound Care	Add (PA)	Q4431, Q4432, Q4433	
7/1/2026	Hyperbaric and Wound Care	Add (PA)	Q4418, Q4419, Q4420, Q4421, Q4422, Q4423, Q4424, Q4425, Q4426, Q4427, Q4428, Q4429, Q4435, Q4436, Q4437, Q4438, Q4439, Q4440	
1/1/2026	Radiation Therapy & Radio Surgery	Remove (PA)	77436, 77437, 77438, 77439	
4/1/2026	Healthcare Administered Drugs	Deleted/Invalid Codes	C9307, C9145, C9308	
4/1/2026	Healthcare Administered Drugs	Add (PA)	J9183, J9277, J9003, Q5161, Q5162, J9601, J9278	PA required Evolent delegated for UM
4/1/2026	Healthcare Administered Drugs	Add (PA)	J8502, J1553	
3/1/2026	Behavioral/Mental Health, Alcohol-Chemical Dependency	Remove (PA)	H0016	
1/1/2026	N/A	Regulatory (provide link/attachment in Rationale box below)	J3590, J8999, J8499, J3490	Requests for Duvyzat, Forzinity, Milpifyfa, Ojemda, Tryngolza, Vykat XR and Zokinvy should be directed to MedImpact. MedImpact Clinical Call Center: 844-336-2676.

Purpose and Use of the PA Matrix

This Prior Authorization Matrix is a guidance tool only and should not be used to determine benefit coverage.

While we strive to keep the matrix current and accurate, approval of a prior authorization does not guarantee payment.

New Behavioral Health Dedicated Fax Number

Passport is making providers aware of new Behavioral Health dedicated fax number for Mental Health / Substance Use Disorder services.

Effective 05/01/2026 Behavioral Health / Substance Use Disorder requests should be faxed to our dedicated fax number: **833-457-3065**.

Providers may also submit authorization requests via Availity Essentials Portal ([Availity.com](https://www.availity.com))

When submitting requests, please include all relative clinical information including any Regulatory requirements when applicable.

EPSDT Special Services Therapy Provider Requirements

Billing Guidelines:

- Provider type: Must be registered with the state as provider type 45
- CPT/HCPCS Codes: Providers must use procedure codes listed on the state-published Speech Therapy (ST), Physical Therapy (PT), or Occupational Therapy (OT) fee schedules.
- EP Modifier: The EP modifier must be included in the primary (first) modifier position on all EPSDT Special Services Therapy claims.
- Provider Specialty Modifiers:
 - Therapists:
 - The appropriate modifier—GP, GO, or GN—must be included in the subsequent modifier field, based on the rendering provider’s specialty.
 - Assistant Therapists
 - In addition to the provider’s specialty modifiers, modifiers CQ or CO – must be included in the subsequent modifier field, based on the rendering provider’s specialty.
- Modifier 59: If more than one distinct therapy type (PT, OT, or ST) is performed for the same member on the same date of service and billed on the same claim form, modifier 59 is also expected in a subsequent modifier position.

MSEA Navigator program for Medical Supplies, Equipment and Appliances products

Program Overview

Effective August 1, 2026

- Passport by Molina Healthcare is launching the MSEA Navigator Program for members across all lines of business
- Program is operated by Optum and CareCentrix and powered by the Parachute Health Point-of-Care Platform
- Applies to in-scope MSEA products and services identified by specific HCPCS codes and Places of Service
 - Services not listed will continue under standard Passport processes

What Providers Need to Know

- CareCentrix will contract, credential, and manage the MSEA provider network for in-scope services
- Providers must be contracted with CareCentrix to provide in-scope MSEA products
 - Existing Passport contracts do not carry over
- Orders must be submitted through the MSEA Navigator POC Platform
 - Services rendered outside the platform are not eligible for reimbursement
- Authorizations and claims will continue through Passport initially
 - Authorization will transition to MSEA Navigator at a future date

Provider Action Required

- Enroll with Parachute Health to access the MSEA Navigator POC Platform
 - Visit parachutehealth.com or email support@parachutehealth.com
- Passport will continue to share updates ahead of the implementation date

EVV Resubmission Tool Guide

Department of Medicaid Services has released EVV Therap Resubmission Tool Guide to detail capabilities of resubmitting rejected EVV submissions.

- EVV Super Admin users have the ability to resubmit rejected EVV Daily Roll-Ups not accepted by MMIS.
- Users will be able to search for rejected EVV Daily Roll-Ups for maximum of 31 days at a time. If individual is selected, then users can search rejected EVV Roll-ups tied to that individual up to 6 months.

Required EVV Data Elements:

- Date of service
- Location of service delivery
- Type of service provided
- Individual providing the service
- Individual receiving the service
- Start and end times of the service

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

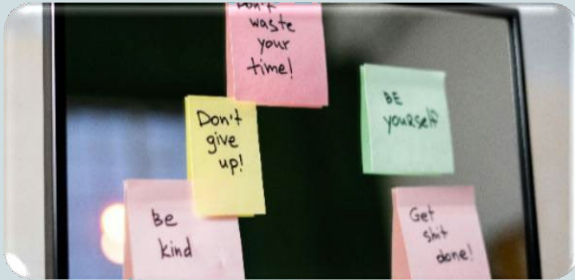
- The U.S. Preventive Services Task Force now recommends mammograms every two years for women aged 40 to 74 who are at average risk for breast cancer.
- This recommendation reflects newer evidence that starting at age 40 offers greater benefit than previously thought.

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 OSHC Events – May 2026

OSHC Location	Phone	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"> • Med Center Adult Day Care – Friday, May 1st from 10:30am – 11:30am CT • Maternal Resource Fair – Wednesday, May 6th from 1pm-3pm CT • Community Resource Fair – Thursday, May 7th from 3pm-6pm CT • Youth Mental Health First Aid Training – Tuesday, May 19th from 9am-3pm CT • Matthew 25 HIV Testing – Wednesday, May 20th from 9am-11am • Adult Mental Health First Aid Training – Thursday, May 21st from 9am-3:30pm
Covington OSHC 1613 Madison Avenue Covington, KY 41011	Phone: (859) 997-9335	<ul style="list-style-type: none"> • HIV/HCV Testing with Target 4 UK Healthcare – TBD
Hazard OSHC 124 Grand Vue Plaza Hazard, KY 41701	Phone: (270) 767-5701	<ul style="list-style-type: none"> • Testing for HIV and Hepatitis C– Wednesday, May 6th from 9:30am – 1pm ET • Testing for HIV and Hepatitis C– Wednesday, May 13th from 9:30am – 1pm ET • Energy Drinks Training – Thursday, May 14th from 12pm-1pm ET • Testing for HIV and Hepatitis C– Wednesday, May 20th from 9:30am – 1pm ET • Testing for HIV and Hepatitis C– Wednesday, May 27th from 9:30am – 1pm ET
Lexington OSHC 127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503	Phone: (859) 997-9336	<ul style="list-style-type: none"> • Harm Reduction Day – Friday, May 8th from 12:30pm – 1:30pm ET • Community Baby Shower – Saturday, May 16th from 2:30pm-4:30pm • HEP/HIV Testing – Thursday, May 28th from 2pm – 3:30pm ET
Louisville OSHC 2028 W Broadway Louisville, KY 40203	Phone: (502) 585-6047	<ul style="list-style-type: none"> • VOA HIV Testing – Saturday, March 18th from 10am – 3pm ET • Baby Shower with American Red Cross – Tuesday, May 27th from 11am – 3pm ET
Owensboro OSHC 410 Southtown Blvd Owensboro, KY 42303	Phone: (270) 698-9371	<ul style="list-style-type: none"> • 4 Good Community Resource Day – Wednesday, May 13th from 12pm – 2pm CT

Passport by Molina's Mobile Health Center

 **PASSPORT**
BY MOLINA HEALTHCARE

PassportHealthPlan.com



**Expanding Access
Through Community-Based
Care Delivery**



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 - April eNews



Notification of Medicaid Coverage Change for Psychoeducation Services (H2027)



GeneSight Psychotropic Testing



Billing, Coding & Reimbursement Updates: Hepatitis Panel



Billing, Coding & Reimbursement Updates: E/M Services billed with Rev 0761 for Outpatient Facility services



MSEA Navigator program for Medical Supplies, Equipment and Appliances (MSEA) products



EPSDT Special Services Therapy Provider Requirements



Provider Documentation Tools

Stay up to date with what's happening at Passport by registering to receive eNews via email! Click here to [register](#).

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 - *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
- Comprehensive Community Support Services (CCSS)
- Corrected Claims
- 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
- Intensive Outpatient Program
- 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

