

Provider Services

October 2025

New! Provider Enrollment Roster Effective October 15, 2025

Passport will begin implementing the new Provider Enrollment Roster on 10/15/2025 for all lines of business.

As of 10/15/2025, Passport will only accept the new Provider Enrollment Roster.

Completed rosters should continue to be sent to contracting@passporthealthplan.com for processing.

The Provider Enrollment Roster is located on Passport's website at Frequently Used Forms.

Frequently Used Forms

Provider Contracting and Credentialing

- 📄 Disclosure of Ownership and Control Form
- 📄 Facility/HealthCare Delivery Organization (HDO)/Long Term Special Services (LTSS) Credentialing Application
- 📄 Healthcare Delivery Organization Form/Blank Attestation Form
- 📄 Group Roster Template EXPIRES 10/15/2025
- 📄 New Group Roster Template ACTIVE 10/15/2025
- 📄 Healthcare Delivery Organization Form/Blank Attestation Form
- 📄 Provider Contract Request Form
- 📄 Provider Information Update Form
- 📄 Request to Add New Provider Form

Reminder – Passport Offers a Member Portal to All Members

Passport by Molina offers members their very own online portal... open day and night - MyPassportHealthPlan.com

Members can:

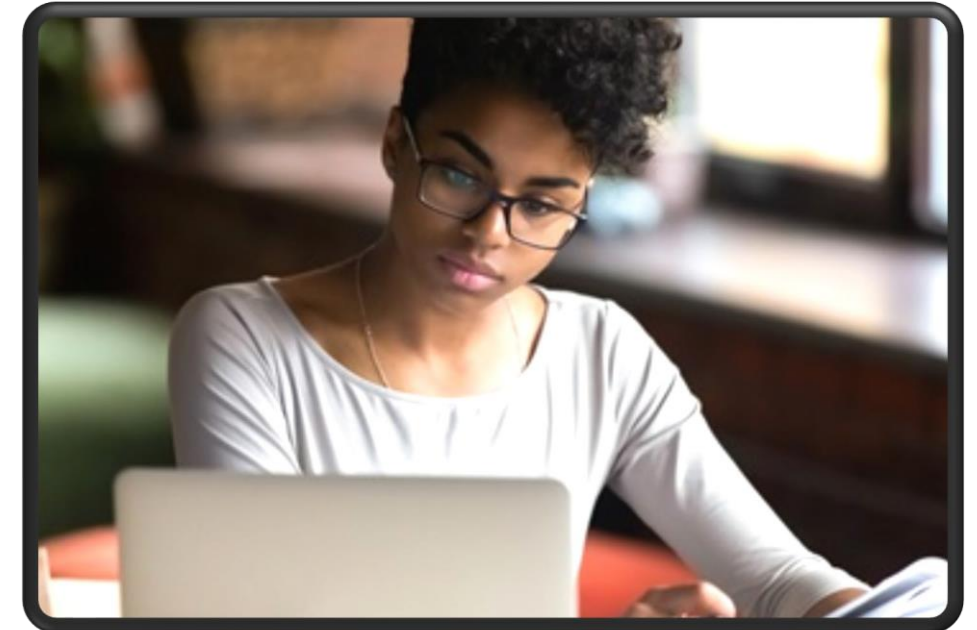
- Print a Member ID Card
- Request a new card
- Change PCP's
- Check eligibility
- Update contact info
- Get reminders for health services

Members can also view:

- History of services such as doctor visits
- Information and resources to help them and their families stay healthy
- Services offered for Passport members only

To register member would follow these easy 4 steps:

- Step 1: Go to www.MyPassportHealthPlan.com
- Step 2: Enter Member ID number, date of birth and zip code
- Step 3: Enter email address
- Step 4: Create a password



You're Invited to Passport's Provider Connect Days

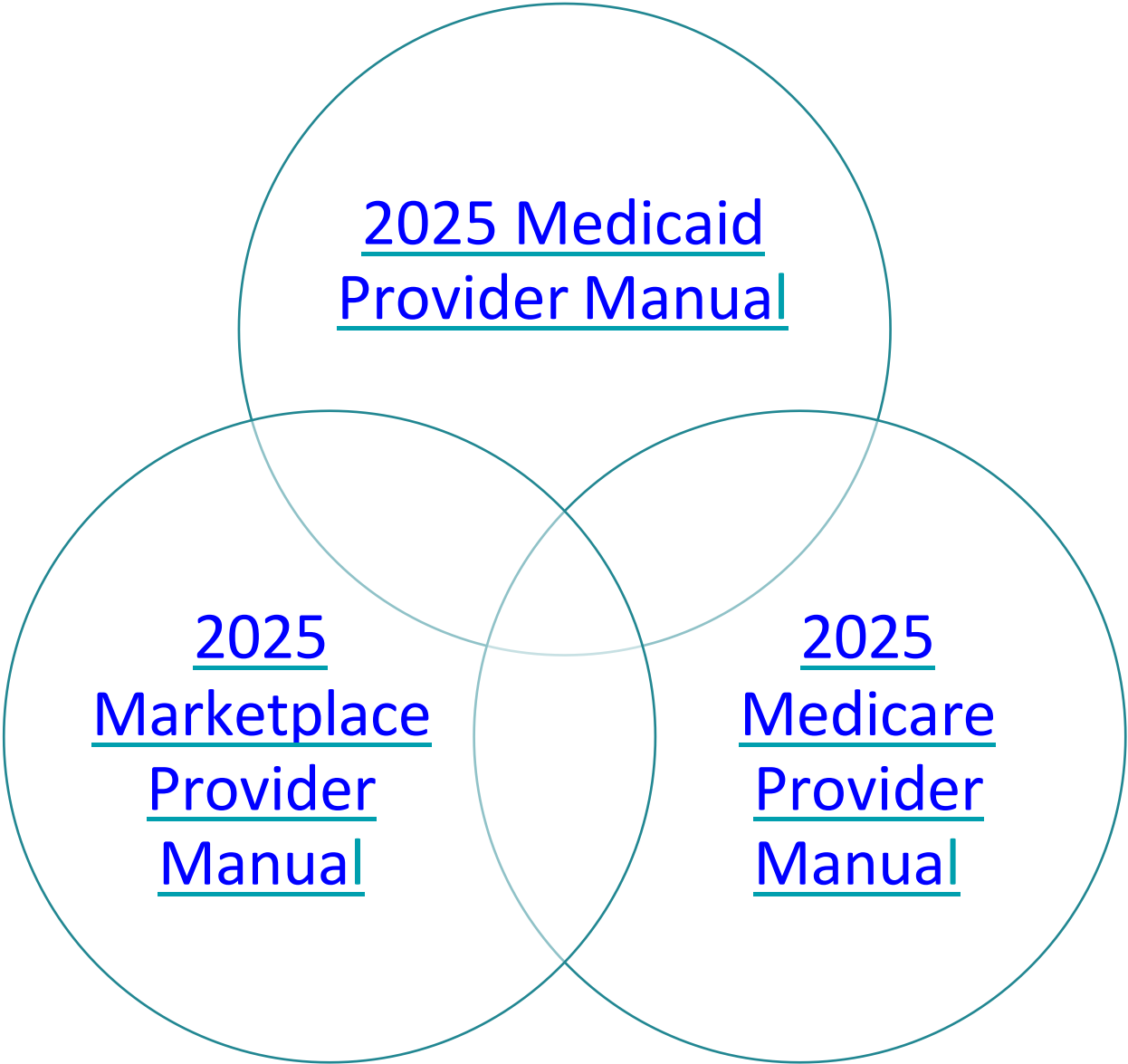
We will be offering monthly Provider Connect Days at our One Stop Help Centers, located throughout Kentucky, to offer in person opportunities for providers, and provider office staff to connect with the Passport team!

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

Provider Manual Updates



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. We are excited to announce an additional option of a Model of Care Training video. This is a quick 13-minute training video that can be viewed at your convenience to meet the CMS requirement. Once the video is viewed, be sure to complete the required attestation and return to Passport to receive credit for the training.

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

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.

UPCOMING COMMUNITY ENGAGEMENT EVENTS

BOWLING GREEN

- OSHC - KY MOMS Baby Shower, 10/30
- OSHC - Kare Mobile Dental Clinic, 10/6
- OSHC - Warren County Expungement Clinic, 10/21

COVINGTON

- OSHC - HIV and HCV Testing, 10/22

HAZARD

- OSHC - Baby Shower, 10/21
- OSHC - Vaping Hybrid Training Event, 10/20

LEXINGTON

- OSHC - Paint the Town Pink, 10/24
- OSHC - Flu and COVID Clinic, 10/17

LOUISVILLE

- OSHC - - Baby Shower, 10/22
- OSHC - Wellness on the Go, 10/30
- OSHC - Money Matters, 10/15

OWENSBORO

- OSHC - Expungement Clinic, 10/28
- OSHC - 4 Good Community Resource Day, 10/3

Join Us in Supporting the Lexington OSHC Food Drive – Oct 6 to Nov 22

We're excited to share that our **Lexington OSHC** is hosting a **Food Drive** from **October 6 through November 22, 2025**; to benefit God's Pantry Food Bank and we'd love for you to join in!

This is a wonderful opportunity to come together as a community and support local families in need during the upcoming holiday season. All non-perishable food items are welcome.

How to Participate:

- Drop off donations at designated collection bins in the Lexington OSHC office.
- Encourage your team members to get involved.
- Share the word with others who may want to contribute.

Thank you for your generosity and support!

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 - 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 - September eNews



[Top Documents Misdirected to Appeals and Grievances](#)



[2025 Medicare Model of Care Training Video Now Available](#)



[UM TAT & PA CMS-0057 Interoperability & PA Rule \(2026 – 2027\)](#)



[New One Stop Help Center and Address Reminder](#)



[New! Provider Enrollment Roster Effective 10/15/25](#)



[Important Update Regarding Authorization Submissions](#)

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, KY 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
- 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

- 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](#)