



Behavioral Health and Primary Care Provider Care Coordination

2023 | Provider Services

Our Why: Remember the Member



SUCCESS STORY



1.4K

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Cindy Tillett

I want to thank that small grocery store owner for going out of their way to help others and I hope your business grows in size and thank you passport health I'm glad we still have people out there that cares about others and willing to help them prayers out to y'all

Like · Reply · Message · 29w



One of our Population Health Managers shared how we were able to help this member in rural Kentucky access groceries during the COVID-19 pandemic:

“I spoke with a member that lives in Williamstown, Kentucky that was not able to access groceries. She had no family nearby and was advised by her doctor to not leave the house due to having COPD and lung cancer. She did not access to a computer or internet to order groceries to be shipped to her, and there were scarce local resources in her area. I called a few local grocery stores that offered curbside service but not delivery. I was then able to reach the owner of family-owned grocery. He said that they do not offer delivery services being a small, locally owned operation. However, due to the circumstances with COVID-19 and people not being able to leave their homes; he would personally delivery groceries to the member. I provided the member his contact information and she was very grateful. She stated she was going to reach out to place an order with him right away.”

[#TogetherKY](#) [#TeamKentucky](#) [#HealthyAtHome](#) [#Patriot](#)



Agenda

- About Passport Health Plan
- Integrated Care Model
- Provider Roles and Responsibilities
- Monitoring Methods
- Provider Tools and Resources



Note: All information provided in this orientation is effective January 1, 2021.

Passport by Molina Healthcare

Our Mission

- To improve the health and lives of our members by delivering high-quality health care.

Our Vision

- We will distinguish ourselves as the low cost, most effective and reliable health plan delivering government-sponsored health care.

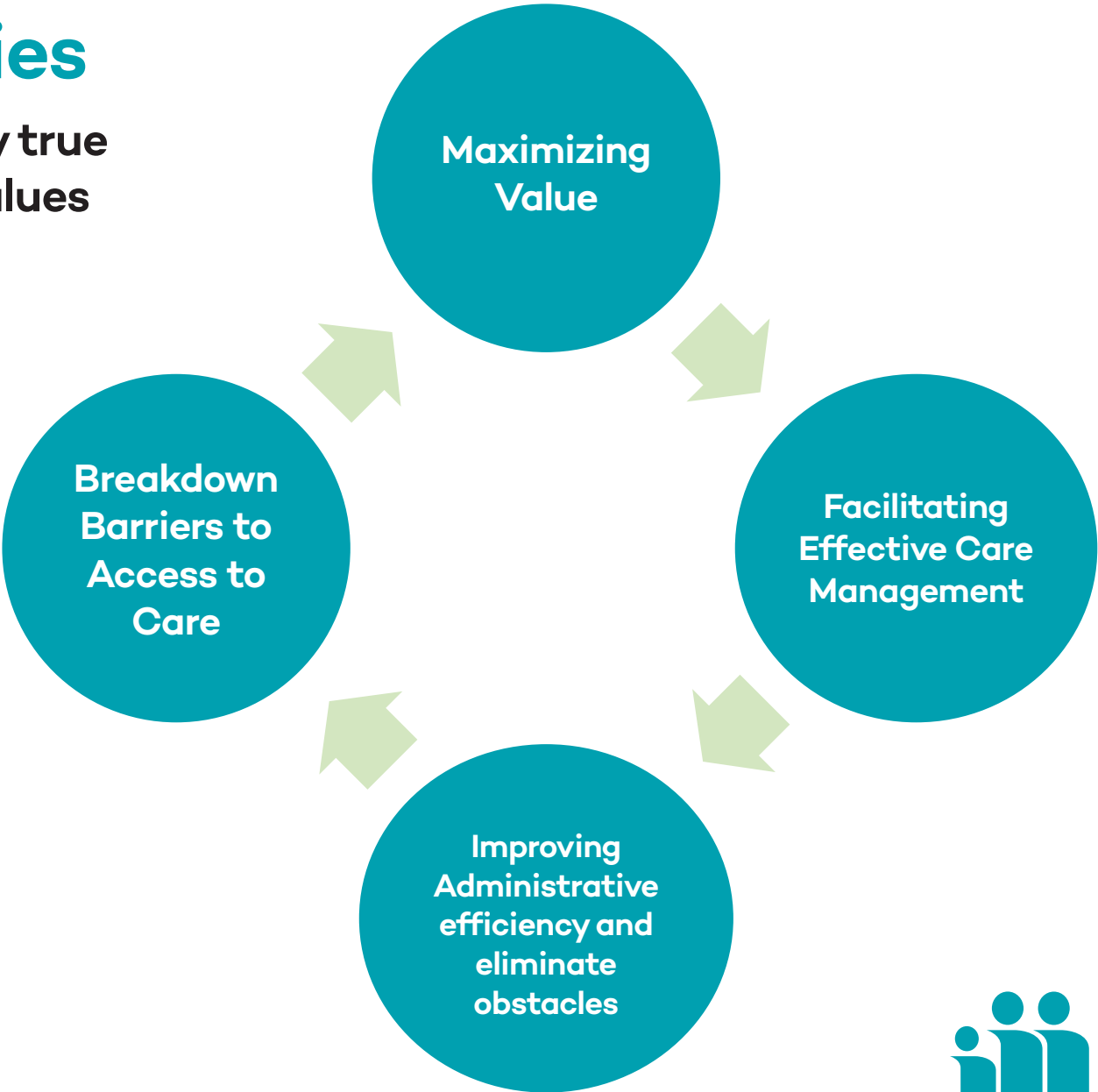
Our Values

- Integrity Always
- Absolute Accountability
- Supportive Teamwork
- Member and Community Focused
- Honest and Open Communications



Strategic Priorities

In all that we do, we will stay true to our mission, vision and values by delivering on four strategic priorities:





Integrated Care Model

Integrated Care Management Model

Passport's Integrated Care Management Model is a non-delegated model that is managed in-house and focused on whole-person care



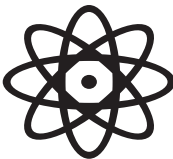
NON-DELEGATED

Passport does not outsource BH to an outside entity



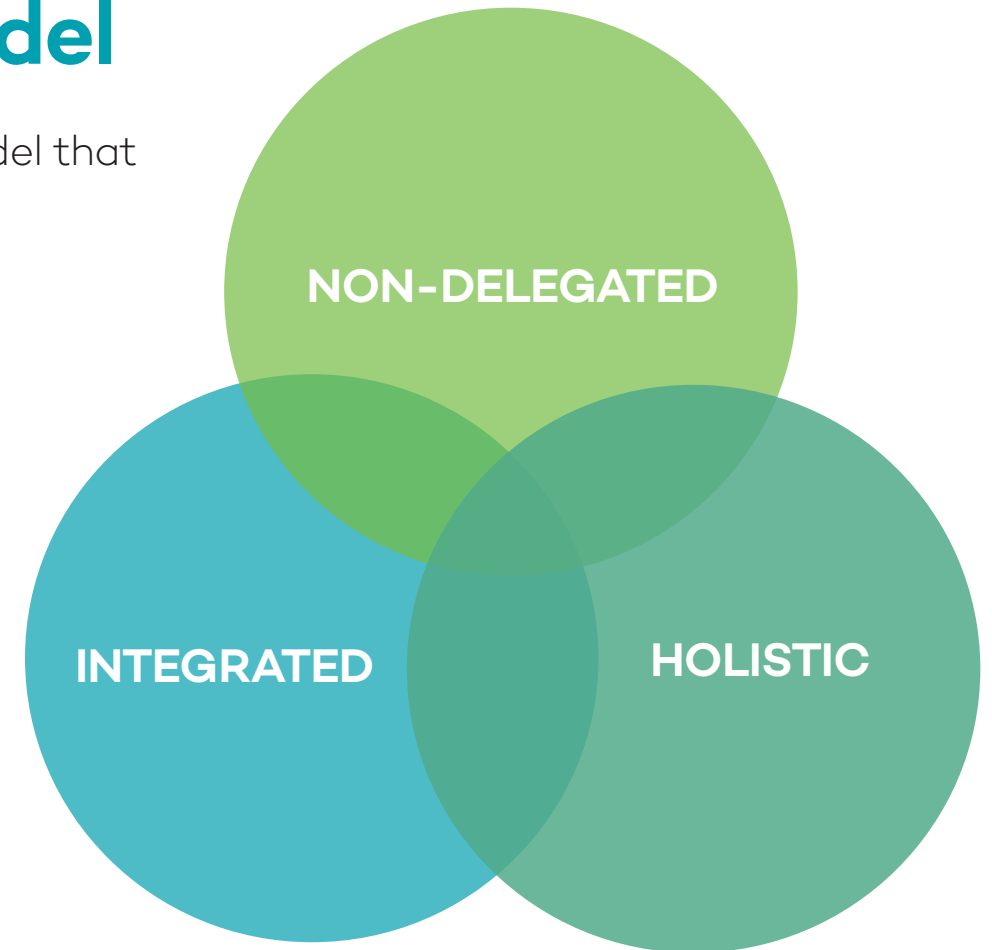
WHOLE-PERSON CARE

Passport supports a person-centered, evidence-based, trauma-focused and recovery-oriented model



INTEGRATED PRINCIPLES

- Early intervention
- Evidence-based
- Seamless transition
- Recovery-oriented framework
- Innovation/Technology



Integrated Care Coordination

Integrated UM and CM teams consults and collaborates during multi-specialty rounds.



Cornerstone to Model Success

Communication is key!





Provider Roles and Responsibilities

Primary Care Provider (PCP) Responsibilities

PCP's have a responsibility to:

- Have screening and evaluation procedure for the detection and treatment of, or referral for, any known or suspected behavioral health problems and disorders;
- Provide all needed initial, periodic and inter-periodic health assessments for a member under the age of 21 years, and shall be responsible for providing or arranging for complete assessments at the intervals specified in the Kentucky approved periodicity schedule and at other times when Medically Necessary;
- Discuss Advance Medical Directives with all Passport members as appropriate;
- Submit an encounter for each visit where the Provider sees the member, or the member receives a HEDIS® services;
- Maintaining continuity of the member's health care;
- Maintaining a current medical record for the member, including documentation of all PCP and Specialty Care services;
- Provide primary and preventive care, recommend or arrange for all necessary preventive health care, including EPSDT for members under the age of 21 years;
- **Arrange and refer members when clinically appropriate, to Behavioral Health Providers; Make referrals for Specialty Care and other Medically Necessary services, both in and out of network, if such services are not available with Passport's network; and**
- Ensure members use Network Providers. If assistance is needed in locating a participating Passport Provider, please contact Passport Health Plan at (800) 578-0775.



Behavioral Health Provider Responsibilities

Behavioral Health Providers have a responsibility to:

- **Send initial and quarterly (or more frequently if clinically indicated) summary reports of a member's behavioral health status to the PCP, with the member's or the member's legal guardian's consent.**
- Follow Quality standards related to access.
- Ensure all members receiving inpatient psychiatric services are scheduled for a psychiatric outpatient appointment prior to discharge. The aftercare outpatient appointment must include the specific time, date, location, and name of the Provider. This appointment must occur within 7 days of the discharge date. If a member misses a behavioral health appointment, the Behavioral Health Provider shall contact the member within 24 hours of a missed appointment to reschedule.
- Assist members with accessing free or discounted medication through the Kentucky Prescription Assistance Program (KPAP) or other similar assistance programs.
- Participate in quarterly Continuity of Care meetings hosted by the commonwealth-operated or commonwealth-contracted psychiatric hospital and assist members for a successful transition to community supports.

Behavioral Health Covered Services

Under Passport, the following levels of care are covered, provided that the services are medically necessary, delivered by in-network providers, and proper authorization requirements are followed. DSM-5 and ASAM criteria should be used when assessing members for services and documented in the member's medical records.

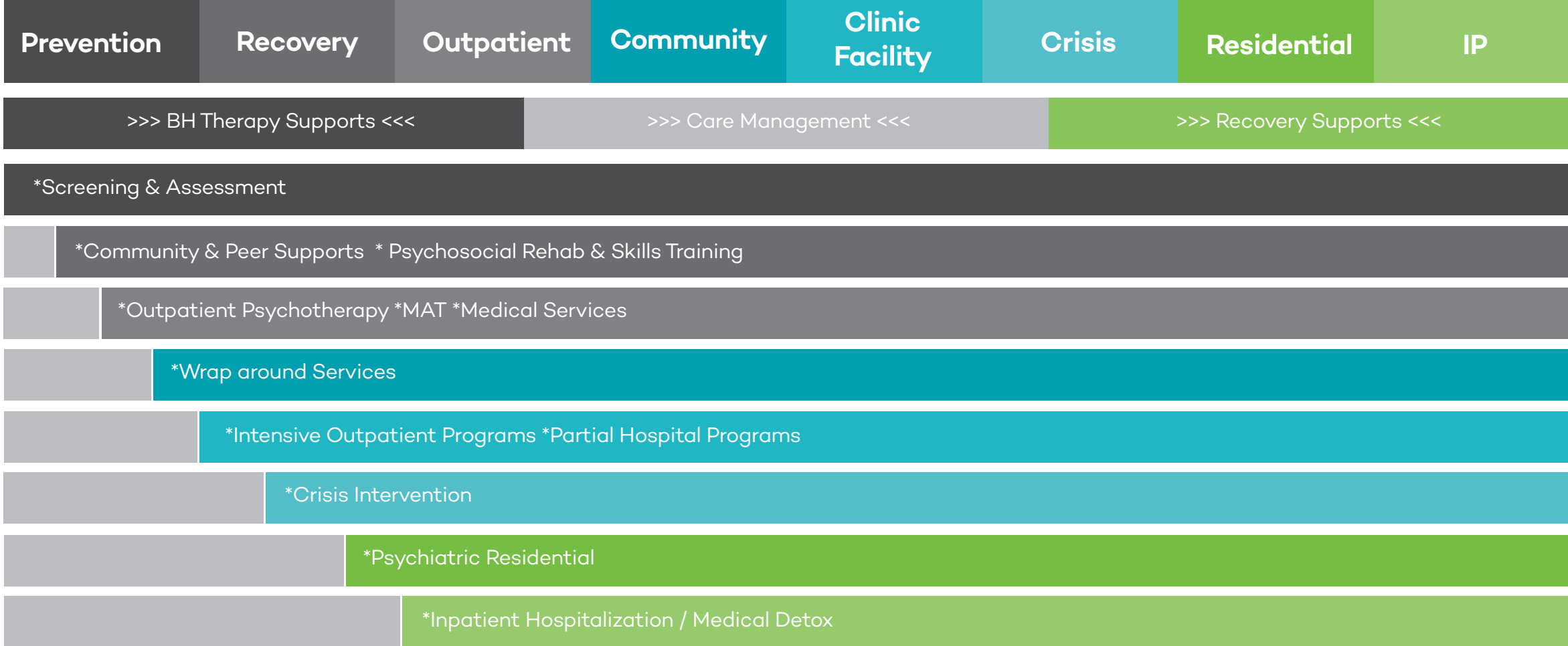
Covered Services include:

- Inpatient mental health
- Crisis stabilization
- Emergency room visits
- Medical detoxification
- Psychiatric residential treatment facilities (PRTF) for ages 6-21 only
- Extended care Units (ECU) (EPSDT expanded services through age 21 only)
- Residential substance use disorder services
- Outpatient Substance use disorder services
- Outpatient mental health services
- Electro-convulsive therapy (ECT)
- Transcranial Magnetic Stimulation
- Psychological and neuropsychological testing
- Community based outpatient services
- Behavioral health and substance use disorder EPSDT special service (up to age 21)
- Mobile crisis
- Community wrap around services
- Residential crisis stabilization
- Assertive community treatment (ACT)
- Peer support
- Parent training
- Wellness recovery support/crisis planning
- Crisis intervention
- Adults are covered on a psych unit affiliated with a hospital
- Free-standing psychiatric facilities only cover members under 21 and over 65 years of age for up to 15 calendar days per month for mental health services; services for SUD at free standing psychiatric facilities are covered as long as medical necessity is met
- Medication Assisted Treatment



BH Managed Services

Passport supports a continuum of services that provides a framework for early intervention, treatment, and recovery while promoting collaboration and integration across all settings. The member can self-refer without a PCP referral.



Continuity & Coordination of Care between Medical and Behavioral Health Care

- PCPs are expected to ensure appropriate screening and evaluation procedures for the detection and treatment of, or referral for, any known or suspected behavioral health problems, including substance misuse or substance use disorder. PCPs may provide any clinically appropriate behavioral health services within the scope of their practice. Conversely, behavioral health providers may provide physical health care services if and when they are licensed to do so within the scope of their practice. For additional information on addressing BH needs in medical settings please see the Behavioral Health Tool Kit located under the Provider tab at www.passporthealthplan.com.
- Ongoing coordination of care between PCP's and behavioral providers is expected to ensure best outcomes for members; consent to collaborate with behavioral health providers should be obtained at time of referral and any changes in status should be communicated to the behavioral health provider by the PCP. For members who are receiving behavioral health services, Passport similarly requires that these providers obtain consent to share information with the PCP and then submit to the PCP an initial and quarterly summary report of the member's behavioral health status. Any other changes in member status should be communicated to the PCP in a timely manner.
- We encourage behavioral health providers to pay particular attention to communicating with PCPs at the time of discharge from an inpatient hospitalization. Passport strongly encourages open communication between PCPs and behavioral health providers.
- Reminders will be provided by case managers and regular audits of records will occur.



Facilitating Exchange of Information for High Quality Collaboration for Continuity of Care

- With in-house BH, can use one source of data to work collaboratively with PCPs and BH provider
- Case Manager as the single point of contact coordinates communication between internal and external partners
- Tailored transition of care program following hospitalization
- Start discharge plans as part of UM admission process including assignment of case manager and plans for transition to community-based supports
- Case managers and guardianship liaisons will participate in quarterly Continuity of Care/Discharge Planning meetings
- Web-based BH toolkit, additional trainings, information
- Facilitating data sharing through collaborative agreements with state hospitals
- Integrating Enrollee information from system partners
- Encouraging provider participation in the
 - Kentucky Health Information Exchange (KHIE)

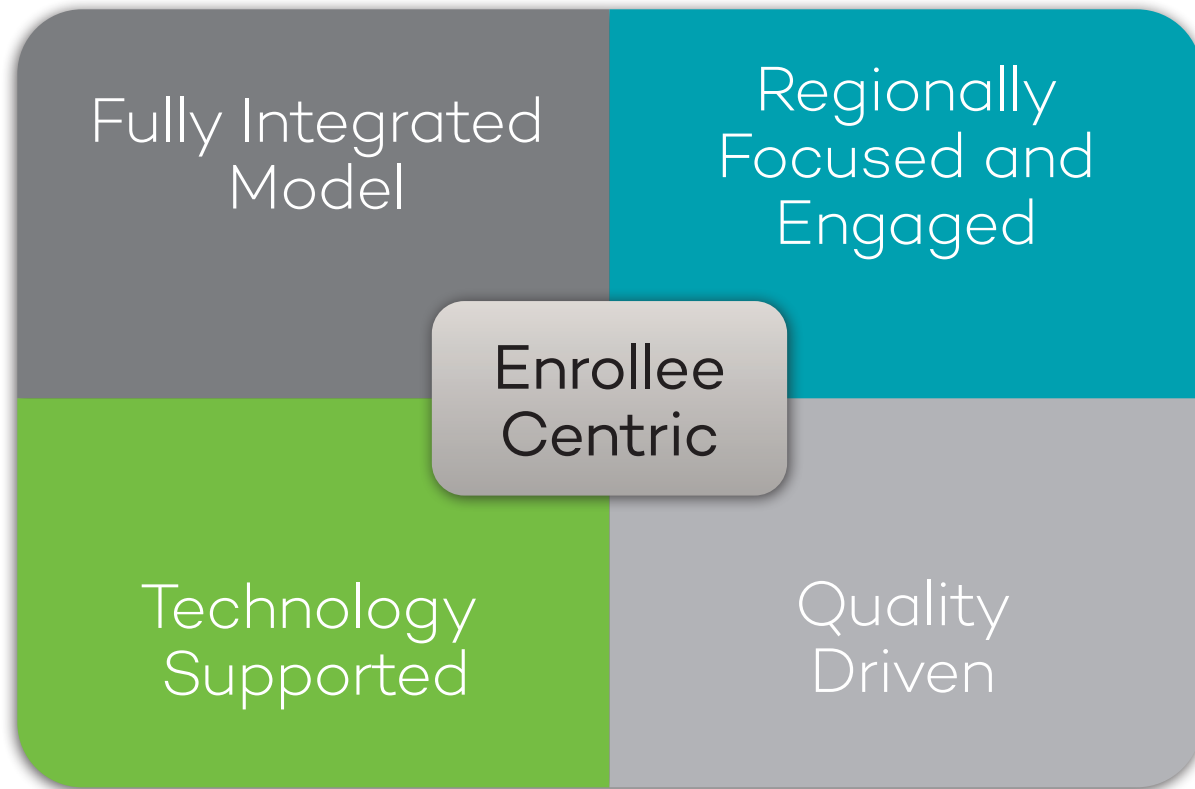




Monitoring Methods

Provider Monitoring Methods

Network performance expectations clearly and consistently communicated through provider contracts, manuals, trainings, and will be included in performance feedback.





Provider Tools and Resources

24/7 Nurse Advice Line and Behavioral Health Crisis Line

This telephone-based **Nurse Advice Line** is available to all Passport members. Members may call anytime they are experiencing any type of symptoms or need health care information. Registered nurses are available **twenty-four (24) hours a day, seven (7) days a week** to assess symptoms and help make good health care decisions.

Nurse Advice Line

(800) 606-9880

TTY/TDD 711

The **Behavioral Health Crisis Line** is available for members who may be experiencing a behavioral health crisis or emergency **twenty-four (24) hours a day seven (7) days a week**.

Behavioral Health Crisis Line

(844) 800-5154



Provider Support



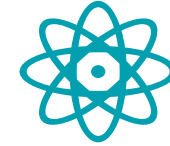
Learning Modules

Evidence-based learning tools for providers, members and care givers. Passport has partnered with Psych Hub to develop modules for BH specific topics.



BH Provider Toolkits

Provides online PCP provider resources to manage BH in the Physical Health setting. Provider network teams provide education for authorization and claims processes.



Care Coordination

Offers partnerships with our care coordination and recovery specialists for access and linkage to community resources.

Online Tools – Passport’s Website

The screenshot shows the Passport Health Plan website interface. At the top, there are navigation tabs for 'For Passport Members', 'About Molina', and 'Showing Information For Kentucky'. Below this is a search bar and a 'Go' button. A main navigation menu includes links for Home, Manual, Forms, Policies, HIPAA, EDI/ERA/EFT, Pharmacy, Health Resources, Communications, and Contact Us. The main content area features a testimonial from Dr. Marina Jones, a 'Quick Links' section with items like Prior Authorizations, Avesis, and MarchVisionCare, and an 'Important Reminder' section regarding provider directory updates. A COVID-19 alert banner is also visible.

- Provider Online Directories
- Preventative & Clinical Care Guidelines
- Provider Manuals
- Link to Provider Portal –Availity Portal
- Prior Authorization Information
- Advanced Directives
- Claims Information
- Pharmacy Information
- HIPAA
- Fraud Waste and Abuse Information
- Frequently Used Forms
- Communications & Newsletters
- Important Contact Information

www.passporthealthplan.com



Passport Provider Portal - Availity

Passport utilizes Availity 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 and Passport include:

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

The screenshot displays the Availity Provider Portal interface. The top navigation bar includes 'Availity', 'Home', 'Notifications', 'My Favorites', 'Kentucky', 'Help & Training', 'My Account', and 'Logout'. A secondary navigation bar contains 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payment Spaces', and 'More'. A red box highlights 'Patient Registration'. Below the navigation is a 'COVID-19 PROVIDER Resource Center' banner with a 'GET UPDATES' button. A 'Notification Center' section shows 'You have no notifications.' Below that is a 'My Top Applications' section with four tiles: 'CS Claim Status', 'EB Eligibility and Benefits Inquiry' (highlighted with a red box), 'Maintain User', and 'Add User'. A 'News and Announcements' section features a 'NEW ALERT' for 'Blue Authorization and Referral Transactions' with a maintenance notice. On the right, a 'My Account Dashboard' lists various user management options. A promotional banner for patient cost transparency is also visible.

Organization Registration Resource

<http://www.availity.com/registration-tips>

www.Availity.com



Provider Manual

Passport’s Provider Manual is written specifically to address the requirements of delivering healthcare services to our members, including the responsibilities of our participating providers and is considered an extension of your contract.

Providers may view the manual on our website, at: www.Passporthealthplan.com

Provider Manual Highlights	
Benefits Overview	Provider Roles and Responsibilities
Member Rights and Responsibilities	Claims and Reimbursement Information
Member Eligibility	Contracting, Credentialing and Enrollment
EPSDT and Preventative Care	Utilization Management and Referral Requirements
Care Management Programs	Access and Availability Standards
Transportation Services	Important Contact Information
Interpreter Services	Compliance Standards



Verifying Member Eligibility

Passport offers various tools to verify member eligibility and encourages providers to check eligibility prior to visits to ensure the member is active on the date of service:



Phone:

Integrated Voice Response (IVR) System: (800) 578-0774
Provider Services: (800) 578-0775



Online:

Provider Portal: www.Availity.com
Kentucky HealthNet: <https://kymmis.com>

Please Note: At no time should a member be denied services because his/her name does not appear on the PCP's eligibility roster. If a member does not appear on the eligibility roster please utilize one of the other verification methods listed above.



Provider Online Directory

Providers may use Passport's Provider Online Directory (POD) located on our website.

To find a provider, visit us at www.passporthealthplan.com and click on Find a Provider.

Maintaining an accurate and current Provider Directory is a State and Federal regulatory requirement, as well as an NCQA required element. Invalid information can negatively impact member access to care, member assignments and referrals. Additionally, current information is critical for timely and accurate claims processing.

Providers must validate the Provider Online Directory (POD) information at least quarterly for correctness and completeness. For questions or to report data issues within the Provider Directory please contact Passport's Provider Services Team at 1 (800) 578-0775.



Connect with Us!

What's New Updates on the Passport Website

www.passporthealthplan.com

Our website has the most up-to-date information available 24/7!



Provider Newsletter

Our quarterly Provider Newsletter addresses a multitude of topics impactful to Passport by Molina's overall organization.

Passport News/eNews

Passport eNews provides real-time communications tailored to your provider type, delivered straight to your inbox while Passport News will be the same communication in a paper, mailed format.

News and Announcements in the Passport Provider Portal

www.availity.com

Check the News and Announcements in the Passport Payer Space of the Availity Portal!



It Matters to Passport

Passport has adopted the “It Matters to Passport” provider outreach program and offers several easy ways for providers to give feedback to the Plan on ways we can enhance the provider experience and deliver on our values of Integrity Always, Absolute Accountability, Honest and Open Communication and Supportive Teamwork.

Submit your feedback to the “It Matters to Passport” program:



Email:

ProviderRelations@passporthealthplan.com



Provider Portal:

www.availity.com




In Writing:

Passport by Molina Healthcare
Attn: Provider Services
5100 Commerce Crossings Dr
Louisville, KY 40229




Provider Service Representatives



Yolanda Cowherd
 Medical and Behavioral Health **State Wide**
 Major Health Systems
 All LOBs
 502-212-6703



Justin Radford
 Medical and Behavioral Health **State Wide**
 Major Health Systems
 All LOBs
 502-585-7914



Amy Lewis
 Medical and Behavioral Health
 Region 3, All LOBs
 270-969-4598



Crystal Roper
 Medical and Behavioral Health
 Region 3, All LOBs
 502-213-6671



Henry Spalding
Statewide Ancillary
 Systems Statewide
 All LOBs
 502-212-6728



Shelley Shumaker
 Medical and Behavioral Health
 Regions 1 & 2 All LOBs
 502-213-8964



Beth Goodin
 Medical and Behavioral Health
 Region 4, All LOBs
 502-212-6766



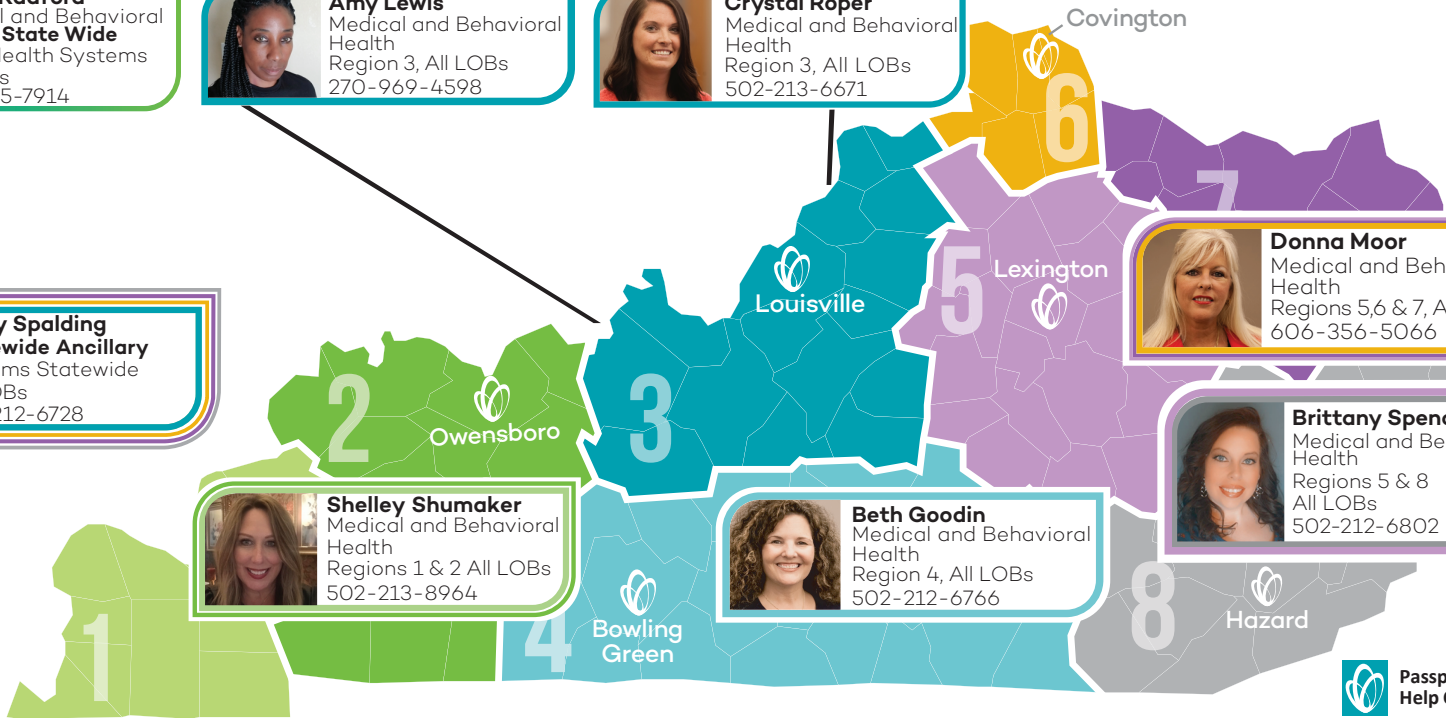
Donna Moor
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Brittany Spencer
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