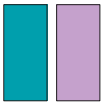
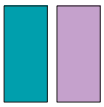
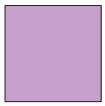
Meet the Provider Services Team

Passport by Molina Healthcare maintains a strong commitment to meeting the needs of our providers. Our Provider Services Team is dedicated to enhancing network provider relationships and ensuring that day-to-day experiences with Passport are positive. Passport has designated Provider Services Representatives across Kentucky for all provider types. These are subject matter experts who are available to provide education and orientations for you. Additionally, they partner with our Providers to problem-solve and offer solutions for each practice's individual needs.

Passport also offers a dedicated **Provider Contact Center**, which can be reached by calling **(800) 578-0775**. This line is your resource for claims inquiries, demographic changes, panel inquiries and general questions. Provider Services Representatives can be reached individually as shown below or via ProviderRelations@PassportHealthPlan.com.

Territories	Provider services rep.	Area	Provider type	Contact info
	Shelley Shumaker	**All Health Systems in these Counties:** Region 1 & 2, Region 4 Counties: Butler Logan & Warren	Medical, Behavioral Health, PassportAdvantage, Market Place All Provider Types in these Regions & Counties	(502) 213-8954 Shelley.Shumaker@Molinahealthcare.com
	Crystal Roper	**All Health Systems in these Areas & Counties:** Region 3, Jefferson Co. Zip Codes: 40291, 40218, 40023, 40041, 40202, 40203, 40204, 40205, 40208, 40210, 40211, 40212, 40213, 40299 Counties: Nelson, Shelby Region 5 Counties: Anderson, Franklin Jessamine & Woodford	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(502) 212-6763 Crystal.Roper@Molinahealthcare.com
	Wanda Gerena	**All Health Systems in these Counties:** Region 3, Jefferson Co. Zip Codes: 40118, 40214, 40215, 40216, 40217, 40258, 40272 & Counties: Breckinridge, Bullitt, Grayson, Larue, Marion, Meade, Hardin & Washington Region 4 Counties: Allen, Barren, Edmonson, Hart, Metcalfe, Monroe, Simpson & Taylor	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(502) 357-8893 Wanda.Gerena@Molinahealthcare.com
	Brittany Stone	**All Health Systems in these Counties:** Jefferson Co. Zip Codes: 40059, 40206, 40207, 40220, 40222, 40223 40241, 40242, 40243, 40245, 40219, 40228, 40229 & Counties: Carroll, Henry, Oldham, Spencer, Trimble Region 5 Counties: Owen & Scott	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(502) 212-6632 Brittany.Stone@Molinahealthcare.com
	Michelle Stepp	**All Health Systems in these Counties:** **Region 5, B**ourbon, Boyle, Clark, Fayette, Garrard, Lincoln, Madison, Mercer, Rockcastle	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(859) 997-9343 Michelle.Stepp@Molinahealthcare.com

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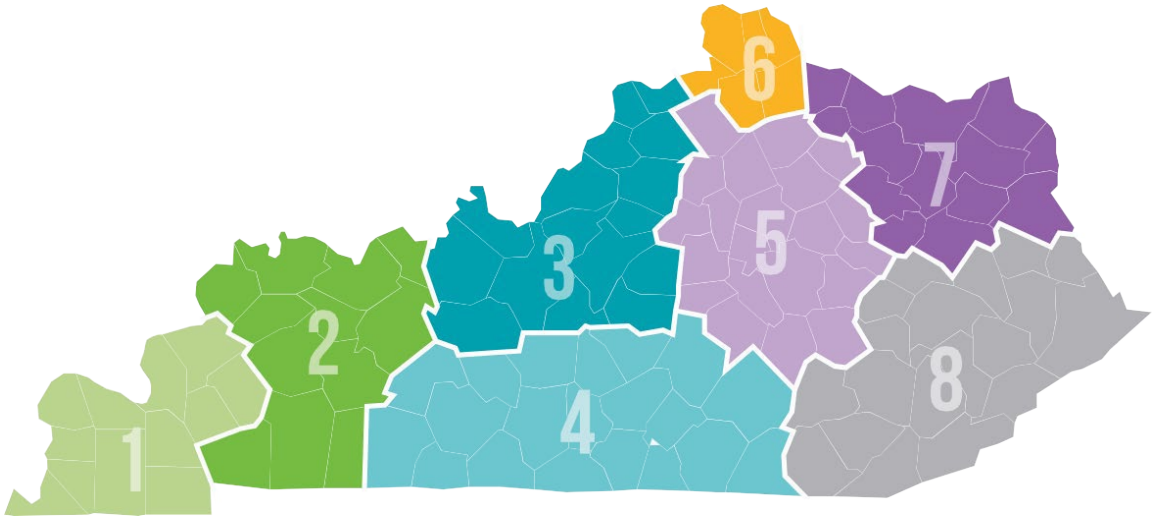
Territories	Provider services rep.	Area	Provider type	Contact info
	Donna Moor	**All Health Systems in these Counties:** Regions 6 & 7 Region 5 Counties: Estill, Harrison, Jackson, Montgomery, Nicholas, Powell, CHI/St. Joseph	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(606) 356-5066 Donna.Moor@Molinahealthcare.com
	Hope LaFavers	**All Health Systems in these Counties:** Region 8, Region 4 Counties: Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell & Wayne KPCA IPA	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(859) 997-9342 Hope.LaFavers@Molinahealthcare.com
Statewide	Michele Clarke	**Major Health Systems:** Baptist Health Systems, Norton Healthcare, University of Louisville,	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Organizations	(859) 997-9344 Michele.Clarke@Molinahealthcare.com
Statewide	Sarah Girvin	**Major Health Systems:** University of Kentucky, St. Elizabeth's Healthcare, CCHMC, LifePoint Healthcare / HCA Healthcare, All APCP & TPN Providers	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Organizations	(270) 807-8248 Sarah.Girvin@Molinahealthcare.com



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