

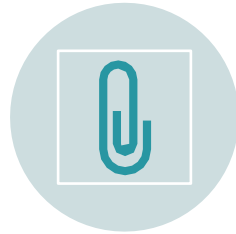
Provider Services

September 2025

Enhancements in Availity with Providers In Mind



Expanded file size limits: We've increased the maximum attachment size from 64/128MB to 64/640MB.



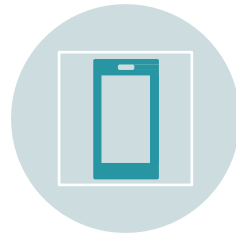
Faster transmission: Attachments will now be pulled every 5 minutes (down from 15).



Real-time alerts: Opt in to receive automated email notifications.



Improved response times: Timely notifications mean fewer delays and faster issue resolution.



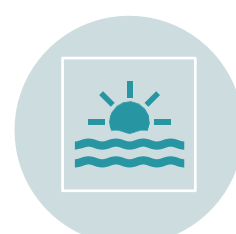
Streamlined digital communication: Seamless transition to digital correspondence.



New authorization experience (UX) design: We've redesigned our authorization interface to reduce text and improve usability, making it faster and easier to complete forms.



Expanded auto-authorization capabilities: We've increased the number of CPT codes that are auto-approved, helping to reduce administrative burden and speed up time to care for many common services.



Sunset of the legacy prior authorization portal: We are officially sunsetting the legacy authorization portal. Providers will now be directed to use the full Availity Authorization experience for a more streamlined, efficient and integrated process.

ProgenyHealth Marketplace Provider Education Session

ProgenyHealth Training Document now available [online](#).

[Prior Authorization Codes Matrix for 2024 Q1](#)

[MCG Cite AutoAuth for Advanced Imaging Requests](#)

Resources and Training
[Meet the Provider Services Team](#)
[Important Contact Info](#)
[Marketplace Provider Orientation](#)
Marketplace ProgenyHealth Provider Education
Frequently Used Forms
[Marketplace Appeal Form](#)
[Health Education and Care Management Form](#)
[Request to Add a New Provider](#)
[Facility/HealthCare Delivery Organization \(HDO\)/Long Term Special Services \(LTSS\) Credentialing Application](#)
Claims

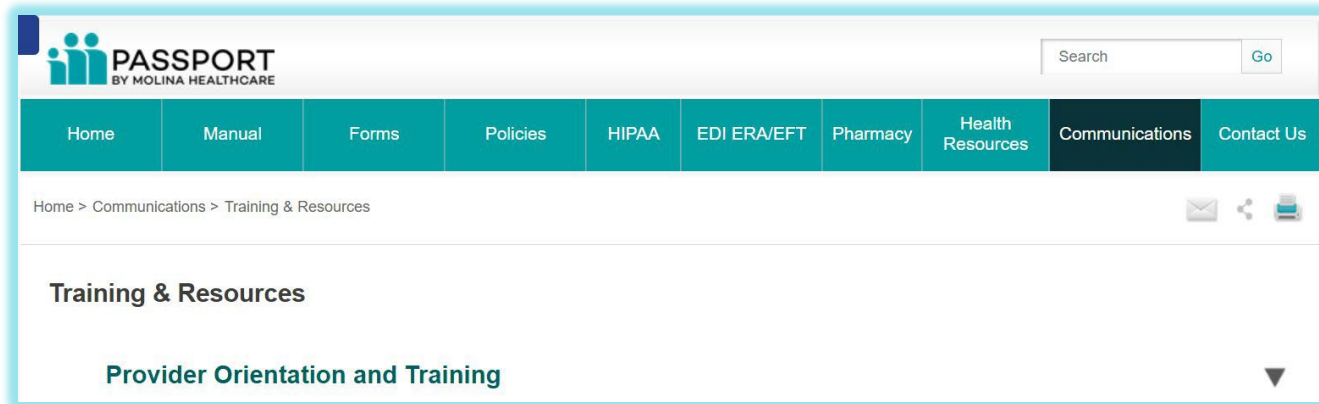


ProgenyHealth
Overview for
Passport by Molina
Marketplace
Kentucky



Reminder – Training and Resources Page Online

[Provider Training and Resources](#)



Provider Portal Materials

- [Availity Welcome Letter](#)
- [Availity Core Features](#)
- [Availity Portal Training](#)
- [Availity Secure Messaging](#)
- [Checking Appeal Status on Legacy Portal](#)
- [SSI Claim Submission FAQ](#)

Orientation Materials

- [2025 Provider Orientation](#)
- [Important Contact Information](#)
- [EPSDT Provider Training](#)
- [Behavioral Health and PCP Coordination](#)
- [Quick Reference Guide](#)
- [Access and Availability](#)

Behavioral Health Materials

- [Behavioral Health Authorization Training](#)
- [Behavioral Health Authorization FAQs](#)

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

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
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Breast Cancer Screening PIP – Measure Descriptions

BCS-E Measure Description:

- The percentage of members 40 – 74 years of age who were recommended for routine breast cancer screening and had a mammogram to screen for breast cancer.
- [BCS-E HEDIS Tip Sheet](#)

DBM-E Measure Description:

- The percentage of episodes of mammograms documented in the form of a BI-RADS assessment within 14 days of the mammogram for members 40–74 years of age.

FMA-E Measure Description:

- The percentage of episodes for members 40-74 years of age with inconclusive or high-risk BI-RADS assessments that received appropriate follow-up within 90 days of the assessment.
- BCS-E Tip Sheet does not yet include the new age range, 40–49-year-olds.

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

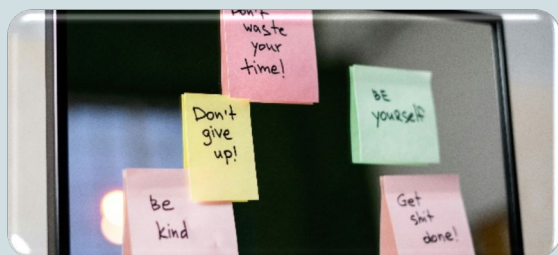
- The U.S. Preventive Services Task Force now recommends mammograms every two years for women aged 40 to 74 who are at average risk for breast cancer.
- This recommendation reflects newer evidence that starting at age 40 offers greater benefit than previously thought.

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

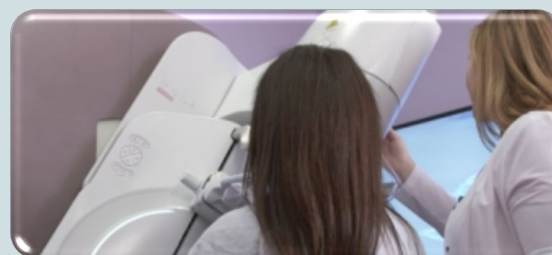
Passport is happy to help practices coordinate assistance with the following:



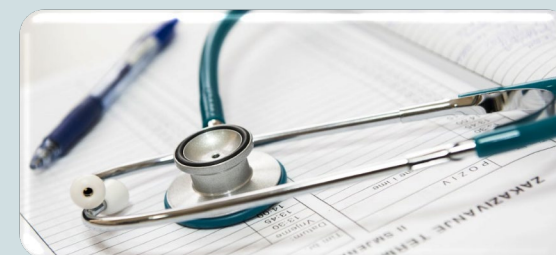
Member reminders



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!

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.

One Stop Help Centers: Q2 Events Spotlight

Owensboro

- Summer Feeding
- Expungement Clinic
- 4 Good Community Resource Day
- Community Baby Shower



Bowling Green

- Provider Connect Day
- QPR Training
- Kare Mobile Dental Clinic
- Community Baby Shower

Hazard

- Expungement Clinic
- Resource Fair
- Hidden in Plain Sight Training
- Community Baby Shower

Covington

- Provider Connect Day
- Food Distribution
- UK Healthcare Target 4 Testing Event
- Community Baby Shower

Lexington

- Voices for Hope
- Narcan Education
- Narcan Training

UPCOMING COMMUNITY ENGAGEMENT EVENTS

BOWLING GREEN

- KY MOMS Baby Shower 8/21/2025, 10:00 am
- American Red Cross Blood Drive 8/29/25, 1:00 to 5:00 pm
- Community Baby Shower 9/3/2025, 10:00 am
- KARE Mobile Dental Clinic 10/6/2025, 9:00 am

COVINGTON

- Lifeskills for Our Youth 8/30/2025, 4:00 pm
- Expungement Clinic 9/4/2025, 4:00 pm

HAZARD

- Community Resource Fair 8/21/2025, 10:00 am
- Hazard OSHC Baby Shower 9/18/2025, 11:00 am
- QPR Training Event 9/22/2025, 10:00 am
- Vaping Hybrid Training 10/29/2025, 10:00 am

LEXINGTON

- Expungement event 9/22/2025, 4:00 to 7:00 pm
- Recovery Looks Good on You - Recovery Awareness Event 9/29/25, 2:00 to 4:30 pm

LOUISVILLE

- Grand Opening – TBD
- KARE Mobile 9/29/2025, 9:00 am to 4:00 pm
- QPR 9/24/2025, 12:00 pm

OWENSBORO

- 4 Good Community Resource Box Giveaway – 9/5/2025, 12:00 to 2:00 pm
- Narcan Training – September TBD
- Community Baby Shower, 9/6/2025
- Expungement Clinic 10/28/2025, 12:00 pm

Find more CE events here:

PassportHealthPlam.com/events

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 - August eNews



[MCP Policy Update](#)



[Provider Roster Template](#)



[Billing, Coding and Reimbursement Updates](#)



[Enhancements to Authorization Workflow, Marketplace Only](#)



[Digital Correspondence Now Available in Availability](#)



[Home Infusion Billing Requirements](#)

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: TBD

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](#)