Passport Health Plan by Molina Healthcare

# Important Marketplace Contact Information

## PROVIDERS:

**Passport Marketplace Website:**
www.passporthealthplan.com/Marketplace

**Contracting and Credentialing:**
PH: (800) 578-0775
KY_contract_management@molinahealthcare.com

**Provider Portal - Availity Essentials:**
www.Availity.com
PH: (800) 282-4548
Monday-Friday 8am-8pm EST

**ProviderNet by Change Healthcare (EFT/ERA):**
https://providernet.adminisource.com/start.aspx
PH: (877) 389-1160

**EDI Support:**
EDI.claims@molinahealthcare.com

**Provider Contact Center:**
(800) 578-0775

**Appeals and Grievances:**
Fax: (866)-315-2572
MHK_Provider_GnA@MolinaHealthCare.Com

**Utilization Management:**

- **General:**
  PH: (800) 578-0775
  FAX: (833) 322-1061
- **Advanced Imaging:**
  PH: (855) 714-2415
  FAX: (877) 731-7218
- **Transplant:**
  FAX: (877) 813-1206

**Care Management:**
PH: (800) 578-0775
FAX: (800) 983-9160

**Translation Services:**
(800) 578-0775

**Provider Services (Provider Relations)**
ProviderRelations@passporthealthplan.com
FAX: (502) 585-6060

## MEMBERS:

**Member Services:**
PH: (833) 644-1621
Monday – Friday 8am-6pm EST

**24/7 Nurse Advice Line:**
(833) 644-1622

**24/7 Behavioral Health Crisis Line:**
(844) 800-5154

## VENDORS:

**CVS/Caremark – Pharmacy:**

- Provider Services PH: (800) 578-0775
- Member Services PH: (833) 644-1621
- Prior Authorization Fax: (833) 322-1061

## COMPLIANCE:

**Report Fraud, Waste & Abuse:**

Compliance AlertLine PH: (866) 606-3889
https://Molinahealthcare.alertline.com

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BY MOLINA HEALTHCARE