



## **PROVIDER MANUAL**

### **Passport Health Plan by Molina Healthcare (Passport Health Plan or Passport)**

### **Marketplace Product**

**2022**

The Provider Manual is customarily updated annually but may be updated more frequently as policies or regulatory requirements change. Providers can access the most current Provider Manual at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

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# 1. MARKETPLACE PRODUCTS

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## Marketplace Plan Information

Passport offers two levels of affordable health plans for Passport Members:

- Constant Care Silver: Plans with lowest costs for doctor visits and urgent care.
- Confident Care Gold: Plans with lower costs for expenses like doctor visits and out-of-pocket costs; generally higher premiums.

## 2. CONTACT INFORMATION

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Passport Health Plan by Molina Healthcare  
5100 Commerce Crossings Drive  
Louisville, KY 40229

### Network and Provider Services Department

The Network and Provider Services department handles telephone and written inquiries from Providers regarding address and Tax-ID changes, contracting and training. The department has Provider Services representatives who serve all of Passport's Provider network. Eligibility verifications can be conducted at your convenience via the Provider Portal.

Phone: (800) 578-0775  
Fax: (502) 585-6060  
Provider Portal: [availity.com](https://availity.com)

### Member Services Department

The Member Services department handles all telephone and written inquiries regarding Member Claims, benefits, eligibility/identification, Pharmacy inquiries, selecting or changing Primary Care Providers (PCP) and Member complaints. Member Services representatives are available seven days a week, from 8 a.m. to 6 p.m., Eastern time, excluding holidays. Eligibility verifications can be conducted at your convenience via the Provider Portal.

Phone: (833) 644-1621  
TTY/TDD: 711

### Claims Department

Passport strongly encourages participating Providers to submit Claims electronically (via a clearinghouse or the Provider Portal) whenever possible.

- Access the Provider Portal at [Availity.com](https://availity.com)
- EDI Payer ID 61325

To verify the status of your Claims, please use the Provider Portal. For other Claims questions, contact Provider Services.

### Claims Recovery Department

The Claims Recovery department manages recovery for Overpayment and incorrect payment of Claims.

Phone: (866) 642-8999

## Compliance and Fraud AlertLine

If you suspect cases of fraud, waste, or abuse, you must report it to Passport. You may do so by contacting the Molina Healthcare AlertLine or submit an electronic complaint using the website listed below. For more information about fraud, waste and abuse, please see the Compliance section of this Provider Manual.

Confidential  
Compliance Official  
Passport Health Plan by Molina Healthcare  
200 Oceangate, Suite 100  
Long Beach, CA 90802

Phone: (866) 606-3889  
Online: [MolinaHealthcare.AlertLine.com](https://MolinaHealthcare.AlertLine.com)

## Credentialing Department

The Credentialing department verifies all information on the Provider Application prior to contracting and re-verifies this information every three years or sooner, depending on Passport's Credentialing criteria. The information is then presented to the Professional Review Committee to evaluate a Provider's qualifications to participate in the Passport network.

Phone: (800) 578-0775

## Nurse Advice Line

This telephone-based nurse advice line is available to all Passport Members. Members may call anytime they are experiencing symptoms or need health care information. Registered nurses are available 24 hours a day, seven days a week to assess symptoms and help make good health care decisions.

Phone: (833) 644-1622  
Hearing Impaired (TTY/TDD): 711 Relay

## Healthcare Services Department

The Health Care Services (formerly Utilization Management) department conducts concurrent review on inpatient cases and processes Prior Authorizations/Service Requests. The Healthcare Services (HCS) department also performs Care Management (CM) for Members who will benefit from Care Management services. Participating Providers are required to interact with Passport's HCS department electronically whenever possible. Prior Authorization/Service Requests and status checks can be easily managed electronically.

Managing Prior Authorizations/Service Requests electronically provides many benefits to providers, such as:

- Easy to access to 24/7 online submission and status checks.
- Ensures HIPAA compliance.
- Ability to receive real-time authorization status.
- Ability to upload medical records.
- Increased efficiencies through reduced telephonic interactions.
- Reduces cost associated with fax and telephonic interactions.

Passport offers the following electronic Prior Authorizations/Service Requests submission options:

- Submit requests directly to Passport via the Provider Portal. See the Provider Portal Quick Reference Guide or contact your Provider Services representative for registration and submission guidance.
- Submit requests via 278 transactions. See the EDI transaction section of Passport's website for guidance.

Provider Portal: [Availity.com](http://Availity.com)  
Phone: (800) 578-0775  
Prior Authorization Fax: (833) 322-1061  
CM Fax: (800) 983-9160

## Health Management Department

Passport's Health Management programs will be incorporated into the Member's treatment plan to address the Member's health care needs.

Phone: (800) 578-0775  
Fax: (800) 983-6160

## Behavioral Health

Passport manages all components of our Covered Services for Behavioral Health. For Member behavioral health needs, please contact Passport directly at (800) 578-0775. Passport has a Behavioral Health Crisis Line that Members may access 24 hours per day, 365 days per year by calling the Member Services telephone number listed on the back of their Passport ID card.

## Pharmacy Department

Prescription drugs are covered through CVS. A list of in-network pharmacies is available on the [PassportHealthPlan.com/Marketplace](http://PassportHealthPlan.com/Marketplace) website, or by contacting Passport.

Phone: (800) 578-0775

## Quality

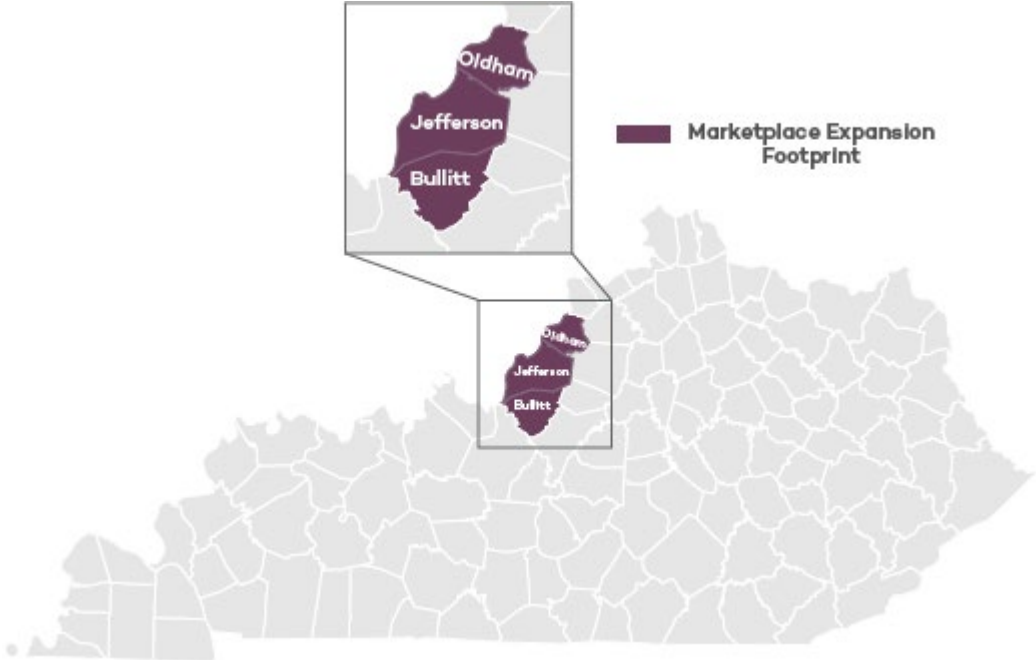
Passport maintains a Quality department to work with Members and Providers in administering the Passport Quality Program.

Phone: (800) 578-0775

Fax: (502) 585-7915

Email: [PassportQuality@PassportHealthPlan.com](mailto:PassportQuality@PassportHealthPlan.com)

# Passport Health Plan by Molina Healthcare Service Area





### 3. PROVIDER RESPONSIBILITIES

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#### Nondiscrimination of Health Care Service Delivery

Providers must comply with the nondiscrimination of health care service delivery requirements as outlined in the Cultural Competency and Linguistic Services section of this Provider Manual.

Additionally, Passport requires Providers to deliver services to Passport Members without regard to source of payment. Specifically, Providers may not refuse to serve Passport Members because they receive assistance with cost sharing from a government-funded program.

#### Section 1557 Investigations

All Passport Providers shall disclose all investigations conducted pursuant to Section 1557 of the Patient Protection and Affordable Care Act to Passport's Civil Rights Coordinator.

Passport Health Plan by Molina Healthcare  
Civil Rights Coordinator  
200 Oceangate, Suite 100  
Long Beach, CA 90802

Toll Free: (866) 606-3889  
Hearing Impaired TTY/TDD: 711  
On Line: [MolinaHealthcare.AlertLine.com](https://www.molinahealthcare.com/alertline)  
Email: [civil.rights@MolinaHealthcare.com](mailto:civil.rights@MolinaHealthcare.com)

Should you or a Passport Member need more information, you can refer to the Health and Human Services website: [federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority](https://www.federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority).

#### Facilities, Equipment and Personnel

The Provider's facilities, equipment, personnel and administrative services must be at a level and quality necessary to perform duties and responsibilities to meet all applicable legal requirements including the accessibility requirements of the Americans with Disabilities Act (ADA).

## Provider Data Accuracy and Validation

It is important for Providers to ensure Passport has accurate practice and business information. Accurate information allows us to better support and serve our Members and Provider Network.

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/PCP 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. Providers must notify Passport in writing (some changes can be made online) as soon as possible, but no less than 30 calendar days in advance of changes such as, but not limited to:

- Change in office location(s), office hours, phone, fax, or email
- Addition or closure of office location(s)
- Addition of a Provider (within an existing clinic/practice)
- Change in practice name, Tax ID and/or National Provider Identifier (NPI)
- Opening or closing your practice to new patients (PCPs only)
- Any other information that may impact Member access to care

For Provider terminations (within an existing clinic/practice), Providers must notify Passport in writing in accordance with the terms specified in your Provider Agreement.

Please visit the Provider Online Directory (POD) at [PassportHealthPlan.com/Marketplace](https://www.molinamarketplace.com/marketplace) to validate your information. For corrections and updates, a convenient Provider change form can be found on the Passport website at <https://www.molinamarketplace.com/marketplace/ky/en-us/Providers/Provider-Forms>. You can also notify your Provider Services representative if your information needs to be updated or corrected.

**Note:** Some changes may impact credentialing. Providers are required to notify Passport of changes to credentialing information in accordance with the requirements outlined in the Credentialing and Recredentialing section of this Provider Manual.

Passport is required to audit and validate our Provider Network data and Provider Directories on a routine basis. As part of our validation efforts, we may reach out to our Network of Providers through various methods, such as: letters, phone campaigns, face-to-face contact, fax and fax-back verification, etc. Passport also may use a vendor to conduct routine outreach to validate data that impacts the Provider Directory or otherwise impacts its membership or ability to coordinate Member care. Providers are required to supply timely responses to such communications.

## National Plan and Provider Enumeration System (NPPES) Data Verification

CMS recommends that Providers routinely verify and attest to the accuracy of their National Plan and Provider Enumeration System (NPPES) data.

NPPES allows Providers to attest to the accuracy of their data. If the data is correct, the Provider is able to attest and NPPES will reflect the attestation date. If the information is not correct, the Provider is able to request a change to the record and attest to the changed data, resulting in an updated certification date.

Passport supports the CMS recommendations around NPPES data verification and encourages our Provider network to verify Provider data via [nppes.cms.hhs.gov](https://nppes.cms.hhs.gov). Additional information regarding the use of NPPES is available in the Frequently Asked Questions (FAQ) document published at the following link: [cms.gov/Medicare/Health-Plans/ManagedCareMarketing/index](https://cms.gov/Medicare/Health-Plans/ManagedCareMarketing/index).

## Passport Electronic Solutions Requirements

Passport requires Providers to utilize electronic solutions and tools whenever possible.

Passport requires all contracted Providers to participate in and comply with Passport's Electronic Solution Requirements, which include, but are not limited to, electronic submission of prior authorization requests, prior authorization status inquiries, health plan access to electronic medical records (EMR), electronic Claims submission, electronic fund transfers (EFT), electronic remittance advice (ERA), electronic Claims Appeal, and registration for and use of the Provider Portal.

Electronic Claims include Claims submitted via a clearinghouse using the EDI process and Claims submitted through the Provider Portal.

Any Provider entering the network as a Contracted Provider will be required to comply with Passport's Electronic Solution Policy by enrolling for EFT/ERA payments and registering for the Provider Portal within 30 days of entering the Passport network.

Passport is committed to complying with all HIPAA Transactions, Code Sets, and Identifiers (TCI) standards. Providers must comply with all HIPAA requirements when using electronic solutions with Passport. Providers must obtain a National Provider Identifier (NPI) and use their NPI in HIPAA Transactions, including Claims submitted to Passport. Providers may obtain additional information by visiting Passport's [HIPAA Resource Center](#) located on our website at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

## Electronic Solutions/Tools Available to Providers

Electronic Tools/Solutions available to Passport Providers include:

- Electronic Claims Submission Options
- Electronic Payment: EFT with ERA

- Provider Portal

## Electronic Claims Submission Requirement

Passport strongly encourages participating Providers to submit Claims electronically whenever possible. Electronic Claims submission provides significant benefits to the Provider such as:

- Promoting HIPAA compliance.
- Helping to reduce operational costs associated with paper Claims (printing, postage, etc.).
- Increasing accuracy of data and efficient information delivery.
- Reducing Claim processing delays as errors can be corrected and resubmitted electronically.
- Eliminating mailing time and enabling Claims to reach Passport faster.

Passport offers the following electronic Claims submission options:

- Submit Claims directly to Passport via the Provider Portal. See training materials at [Availity.com](https://www.availity.com) for registration guidance.
- Submit Claims to Passport through your EDI clearinghouse using Payer ID 61325, refer to our website [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) for additional information.

While both options are embraced by Passport, submitting Claims via the Provider Portal (available to all Providers at no cost) offers a number of additional Claims processing benefits beyond the possible cost savings achieved from the reduction of high-cost paper Claims.

Provider Portal Claims submission includes the ability to:

- Add attachments to Claims
- Submit corrected Claims
- Easily and quickly void Claims
- Check Claims status
- Receive timely notification of a change in status for a particular Claim
- Ability to Save incomplete/un-submitted Claims
- Create/Manage Claim Templates

For more information on EDI Claims submission, see the Claims and Compensation section of this Provider Manual.

## Electronic Payment (EFT/ERA) Requirement

Participating Providers are required to enroll in Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). Providers enrolled in EFT payments will automatically receive ERAs as well. EFT/ERA services give Providers the ability to reduce paperwork, utilize searchable ERAs, and receive payment and ERA access faster than the paper check and remittance advice (RA) processes. There is no cost to

the Provider for EFT enrollment, and Providers are not required to be in-network to enroll. Passport uses a vendor to facilitate the HIPAA compliant EFT payment and ERA delivery processes.

Additional instructions on how to register are available under the EDI/ERA/EFT tab on Passport's website at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

## Provider Portal

Providers and third party billers can use the no cost Provider Portal to perform many functions online without the need to call or fax Passport. Registration can be performed online and once completed the easy to use tool offers the following features:

- Verify Member eligibility, covered services and view HEDIS® needed services (gaps)
- Claims
  - Submit Professional (CMS1500) and Institutional (UB04) Claims with attached files
  - Correct/Void Claims
  - Add attachments to previously submitted Claims
  - Check Claims status
  - View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)
  - Create and manage Claim Templates
  - Create and submit a Claim Appeal with attached files
- Prior Authorizations/Service Requests
  - Create and submit Prior Authorization/Service Requests
  - Check status of Authorization/Service Requests
- View HEDIS® Scores and compare to national benchmarks
- View a roster of assigned Passport members for PCP(s)
- Download forms and documents
- Send/receive secure messages to/from Passport

## Balance Billing

The Provider is responsible for verifying eligibility and obtaining approval for those services that require prior authorization.

Providers agree that under no circumstance shall a Member be liable to the Provider for any sums that are the legal obligation of Passport to the Provider. Balance billing a Passport Member for Covered Services is prohibited, other than for the Member's applicable copayment, coinsurance and deductible amounts.

## Member Rights and Responsibilities

Providers are required to comply with the Member Rights and Responsibilities as outlined in Passport's Member materials (such as Member Handbooks).

For additional information please refer to the Member Rights and Responsibilities section of this Provider Manual.

## Member Information and Marketing

Any written informational or marketing materials directed to Passport Members must be developed and distributed in a manner compliant with all State and Federal Laws and regulations and approved by Passport prior to use.

Please contact your Provider Services representative for information and review of proposed materials.

## Member Eligibility Verification

Possession of a Passport ID card does not guarantee Member eligibility or coverage. Providers should verify eligibility of Passport Members prior to rendering services. Payment for services rendered is based on enrollment and benefit eligibility. The contractual agreement between Providers and Passport places the responsibility for eligibility verification on the Provider of services. Providers who contract with Molina may verify a Member's eligibility by checking the following:

- Provider Portal at [availity.com](http://availity.com)
- Molina Provider Services automated IVR system at (800) 578-0775.

For additional information please refer to the Eligibility, and Grace Period section of this Provider Manual.

## Member Cost Share

Providers should verify the Passport Member's cost share status prior to requiring the Member to pay co-pay, co-insurance, deductible or other cost share that may be applicable to the Member's specific benefit plan. Some plans have a total maximum cost share that frees the Member from any further out of pocket charges once reached (during that calendar year).

## Health Care Services (Utilization Management and Care Management)

Providers are required to participate in and comply with Passport's Utilization Management and Care Management programs, including all policies and procedures regarding Passport's facility admission, prior authorization, Medical Necessity review determination, and Interdisciplinary Care Team (ICT) procedures. Providers will also cooperate with Passport in audits to identify, confirm, and/or assess utilization levels of covered services.

For additional information please refer to the Health Care Services section of this Provider Manual.

## In Office Laboratory Tests

Passport's policies allow only certain lab tests to be performed in a Provider's office regardless of the line of business. All other lab testing must be referred to an In-

Network Laboratory Provider that is a certified, full-service laboratory, offering a comprehensive test menu that includes routine, complex, drug, genetic testing and pathology. A list of those lab services that are allowed to be performed in the Provider's office is found on the Passport website at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

Additional information regarding In-Network Laboratory Providers and In-Network Laboratory Provider patient service centers is found on the laboratory Providers' respective websites at [appointment.questdiagnostics.com/patient/confirmation](https://appointment.questdiagnostics.com/patient/confirmation) and [labcorp.com/labs-and-appointments](https://labcorp.com/labs-and-appointments).

Specimen collection is allowed in a Provider's office and shall be compensated in accordance with your agreement with Passport and applicable State and Federal billing and payment rules and regulations.

Claims for tests performed in the Provider's office, but not on Passport's list of allowed in-office laboratory tests will be denied.

## Referrals

A referral may become necessary when a Provider determines medically necessary services are beyond the scope of the PCP's practice or it is necessary to consult or obtain services from other in-network specialty health professionals unless the situation is one involving the delivery of Emergency Services. Information is to be exchanged between the PCP and specialist to coordinate care of the patient to ensure continuity of care. Providers need to document referrals that are made in the patient's medical record. Documentation needs to include the specialty, services requested, and diagnosis for which the referral is being made.

Providers should direct Passport Members to health professionals, hospitals, laboratories, and other facilities and Providers which are contracted and credentialed (if applicable) with Passport. In the case of urgent and Emergency Services, Providers may direct Members to an appropriate service including but not limited to primary care, urgent care and hospital emergency room. There may be circumstances in which referrals may require an out-of-network Provider. Prior authorization will be required from Passport except in the case of Emergency Services. For additional information please refer to the Health Care Services section of this Provider Manual.

PCPs are able to refer a Member to an in-network specialist for consultation and treatment without a referral request from Passport.

## Treatment Alternatives and Communication with Members

Passport endorses open Provider-Member communication regarding appropriate treatment alternatives and any follow up care. Passport promotes open discussion between Provider and Members regarding Medically Necessary or appropriate patient care, regardless of covered benefits limitations. Providers are free to communicate any and all treatment options to Members regardless of benefit coverage limitations.

Providers are also encouraged to promote and facilitate training in self-care and other measures Members may take to promote their own health.

## **Pharmacy Program**

Providers are required to adhere to Passport's drug formularies and prescription policies. For additional information please refer to the Pharmacy section of this Provider Manual.

## **Participation in Quality Programs**

Providers are expected to participate in Passport's Quality Programs and collaborate with Passport in conducting peer review and audits of care rendered by Providers. Such participation includes, but is not limited to:

- Access to Care Standards
- Site and Medical Record-Keeping Practice Reviews as applicable
- Delivery of Patient Care Information

For additional information please refer to the Quality section of this Provider Manual.

## **Compliance**

Providers must comply with all State and Federal Laws and regulations related to the care and management of Passport Members.

## **Confidentiality of Member Health Information and HIPAA Transactions**

Passport requires that Providers respect the privacy of Passport Members (including Passport Members who are not patients of the Provider) and comply with all applicable Laws and regulations regarding the privacy of patient and Member protected health information.

For additional information please refer to the Compliance section of this Provider Manual.

## **Participation in Grievance and Appeals Programs**

Providers are required to participate in Passport's Grievance Program and cooperate with Passport in identifying, processing, and promptly resolving all Member complaints, grievances, or inquiries. If a Member has a complaint regarding a Provider, the Provider will participate in the investigation of the grievance. If a Member submits an appeal, the Provider will participate by providing medical records or statements if needed. This includes the maintenance and retention of Member records for a period of not less than 10 years and retained further if the records are under review or audit until such time that the review or audit is complete.



For additional information please refer to the Complaints, Grievance and Appeals Process section of this Provider Manual.

## Participation in Credentialing

Providers are required to participate in Passport's credentialing and re-credentialing process and will satisfy, throughout the term of their contract, all credentialing and re-credentialing criteria established by Passport and applicable accreditation, State and Federal requirements. This includes providing prompt responses to Passport's requests for information related to the credentialing or re-credentialing process.

Providers must notify Passport no less than 30 days in advance when they relocate or open an additional office.

More information about Passport's Credentialing program, including Policies and Procedures, is available in the Credentialing and Recredentialing section of this Provider Manual.

## Delegation

Delegated entities must comply with the terms and conditions outlined in Passport's Delegation Policies and Delegated Services Addendum. Please see the Delegation section of this Provider Manual for more information about Passport's delegation requirements and delegation oversight.

## Primary Care Provider Responsibilities

PCPs are responsible to:

- Serve as the ongoing source of primary and preventive care for Members
- Assist with coordination of care as appropriate for the Member's health care needs
- Recommend referrals to specialists participating with Passport
- Triage appropriately
- Notify Passport of Members who may benefit from Care Management
- Participate in the development of Care Management treatment plans

## 4. CULTURAL COMPETENCY AND LINGUISTIC SERVICES

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### Background

Passport works to ensure all Members receive culturally competent care across the service continuum to reduce health disparities and improve health outcomes. The Culturally and Linguistically Appropriate Services in Health Care (CLAS) standards published by the U.S. Department of Health and Human Services (HHS), Office of Minority Health (OMH) guide the activities to deliver culturally competent services. Passport complies with Title VI of the Civil Rights Act, the Americans with Disabilities Act (ADA) Section 504 of the Rehabilitation Act of 1973, Section 1557 of the Affordable Care Act (ACA) and other regulatory/contract requirements. Compliance ensures the provision of linguistic access and disability-related access to all Members, including those with Limited English Proficiency (LEP) and Members who are deaf, hard of hearing, non-verbal, have a speech impairment, or have an intellectual disability. Policies and procedures address how individuals and systems within the organization will effectively provide services to people of all cultures, races, ethnic backgrounds, genders, gender identities, sexual orientations, ages and religions as well as those with disabilities in a manner that recognizes values, affirms and respects the worth of the individuals and protects and preserves the dignity of each.

Additional information on cultural competency and linguistic services is available at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace), from your local Provider Services representative and by calling Passport Provider Services at (800) 578-0775.

### Nondiscrimination of Health Care Service Delivery

Passport complies with the guidance set forth in the final rule for Section 1557 of the ACA, which includes notification of nondiscrimination and instructions for accessing language services in all significant Member materials, physical locations that serve our Members, and all Passport website home pages. All Providers who join the Passport Provider Network must also comply with the provisions and guidance set forth by the Department of Health and Human Services (HHS), the Office for Civil Rights (OCR), State law, and Federal program rules which prohibit discrimination. Providers must post a non-discrimination notification in a conspicuous location in their office along with translated non-English taglines in the top languages spoken in the State to ensure Passport Members understand their rights, how to access language services, and the process to file a complaint if they believe discrimination has occurred. For additional information, please refer to the Member Agreement and Combined Evidence of Coverage and Disclosure Form located at <https://www.molinamarketplace.com/marketplace/ky/en-us/MemberForms.aspx>.

Additionally, participating Providers or contracted medical groups/Independent Physician Associations (IPAs) may not limit their practices because of a Member's medical (physical or mental) condition or the expectation for the need of frequent or high-cost care.

Providers can refer Passport Members who are complaining of discrimination to the Passport Civil Rights Coordinator at: (866) 606-3889, or TTY, 711.

Members can also email the complaint to [civil.rights@MolinaHealthcare.com](mailto:civil.rights@MolinaHealthcare.com).

Members can mail their complaint to Passport at:

Passport Health Plan by Molina Healthcare  
Civil Rights Coordinator  
200 Oceangate, Suite 100  
Long Beach, CA 90802

Members can also file a civil rights complaint with the U.S. Department of Health and Human Services, OCR. Complaint forms are available at [hhs.gov/ocr/complaints/index.html](https://hhs.gov/ocr/complaints/index.html). The form can be mailed to:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Members can also send it to a website through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf).

If you or a Passport Member needs help, call (800) 368-1019; TTY (800) 537-7697.

Should you or a Passport Member need more information, refer to the Health and Human Services website: <https://www.federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority>.

## Cultural Competency

Passport is committed to reducing health care disparities. Training employees, Providers and their staff, and quality monitoring are the cornerstones of successful, culturally competent service delivery. Passport integrates cultural competency training into the overall Provider training and quality-monitoring programs. An integrated quality approach enhances the way people think about our Members, service delivery and program development so that cultural competency becomes a part of everyday thinking.

## Provider and Community Training

Passport offers educational opportunities in cultural competency concepts for Providers, their staff, and Community Based Organizations. Passport conducts Provider training during Provider orientation with annual reinforcement training offered through Provider Services and/or online/web-based training modules.

Training modules, delivered through a variety of methods, include:

1. Provider written communications and resource materials.
2. On-site cultural competency training.
3. Online cultural competency Provider training modules.
4. Integration of cultural competency concepts and nondiscrimination of service delivery into Provider communications.

## **Integrated Quality Improvement – Ensuring Access**

Passport ensures Member access to language services such as oral interpretation, American Sign Language (ASL), and written translation. Passport must also ensure access to programs, aids, and services that are congruent with cultural norms. Passport supports Members with disabilities and assists Members with LEP.

Passport develops Member materials according to Plain Language Guidelines. Members or Providers may also request written Member materials in alternate languages and formats (i.e., braille, audio, large print), leading to better communication, understanding and Member satisfaction. Online materials found on [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) and information delivered in digital form meet Section 508 accessibility requirements to support Members with visual impairments.

Key Member information, including Appeal and Grievance forms, are also available in threshold languages on the Passport Member website.

## **Program and Policy Review Guidelines**

Passport conducts assessments at regular intervals of the following information to ensure its programs are most effectively meeting the needs of its Members and Providers:

- Annual collection and analysis of race, ethnicity and language data from:
  - Eligible individuals to identify significant culturally and linguistically diverse populations within a plan's membership.
  - Contracted Providers to assess gaps in network demographics.
- Revalidate data at least annually.
- Local geographic population demographics and trends derived from publicly available sources (Community Health Measures and State Rankings Report).
- Applicable national demographics and trends derived from publicly available sources.
- Assessment of Provider Network.
- Collection of data and reporting for the Diversity of Membership HEDIS® measure.
- Annual determination of threshold languages and processes in place to provide Members with vital information in threshold languages.
- Identification of specific cultural and linguistic disparities found within the plan's diverse populations.
- Analysis of HEDIS® and CAHPS®/Qualified Health Plan (QHP) Enrollee Experience survey results for potential cultural and linguistic disparities that prevent Members from obtaining the recommended key chronic and preventive services.

## Access to Interpreter Services

Providers may request interpreters for Members whose primary language is other than English by calling Passport toll free at (800) 578-0775. If Contact Center representatives are unable to interpret in the requested language, the representative will immediately connect you and the Member to a qualified language service Provider.

Passport Providers must support Member access to telephonic interpreter services by offering a telephone with speaker capability or a telephone with a dual headset. Providers may offer Passport Members interpreter services if the Members do not request them on their own. Please remember it is never permissible to ask a family member, friend or minor to interpret.

## Documentation

As a contracted Passport Provider, your responsibilities for documenting Member language services/needs in the Member's medical record are as follows:

- Record the Member's language preference in a prominent location in the medical record. This information is provided to you on the electronic Member lists that are sent to you each month by Passport.
- Document all Member requests for interpreter services.
- Document who provided the interpreter service. This includes the name of Passport's internal staff or someone from a commercial interpreter service vendor. Information should include the interpreter's name, operator code and vendor.
- Document all counseling and treatment done using interpreter services.
- Document if a Member insists on using a family member, friend or minor as an interpreter, or refuses the use of interpreter services after notification of his or her right to have a qualified interpreter at no cost.

## Members Who Are Deaf or Hard of Hearing

Passport provides a TTY/TDD connection accessible by dialing 711. This connection provides access to Member & Provider Contact Center, Quality, Healthcare Services and all other health plan functions.

Passport strongly recommends that Provider offices make assistive listening devices available for Members who are deaf and hard of hearing. Assistive listening devices enhance the sound of the Provider's voice to facilitate a better interaction with the Member.

Passport will provide face-to-face service delivery for ASL to support our Members who are deaf or hard of hearing. Requests should be made three business days in advance of an appointment to ensure availability of the service. In most cases, Members will have made this request via Passport Member Services.

## Nurse Advice Line

Passport provides Nurse Advice services for Members 24 hours per day, seven days per week. The Nurse Advice Line provides access to 24 hour interpretive services. Members may call Passport's Nurse Advice Line directly at (833) 644-1622 or TTY/TDD 711. The Nurse Advice Line telephone numbers are also printed on membership cards.

## 5. MEMBER RIGHTS AND RESPONSIBILITIES

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Providers must comply with the rights and responsibilities of Passport Members as outlined in the Passport Agreement and Individual Evidence of Coverage.

State and Federal Law requires that health care Providers and health care facilities recognize Member rights while the Members are receiving medical care, and that Members respect the health care Provider's or health care facility's right to expect certain behavior on the part of the Members.

For additional information, please contact Passport at (800) 578-0775, Monday through Friday, 8 a.m.—6 p.m. Eastern time. TTY users, please call 711.

### Second Opinions

If a Member does not agree with their Provider's plan of care, they have the right to request a second opinion from another Provider. Members should call Member Services to find out how to get a second opinion. Second opinions may require Prior Authorization.

## 6. ELIGIBILITY AND GRACE PERIOD

### Eligibility Verification

#### Health Insurance Marketplace Programs

Payment for services rendered is based on enrollment status and coverage selected. The contractual agreement between Providers and Passport places the responsibility for eligibility verification on the Provider of services.

#### Eligibility Listing for Passport Marketplace Programs

Providers who contract with Passport may verify a Member's eligibility for specific services and/or confirm PCP assignment by checking the following:

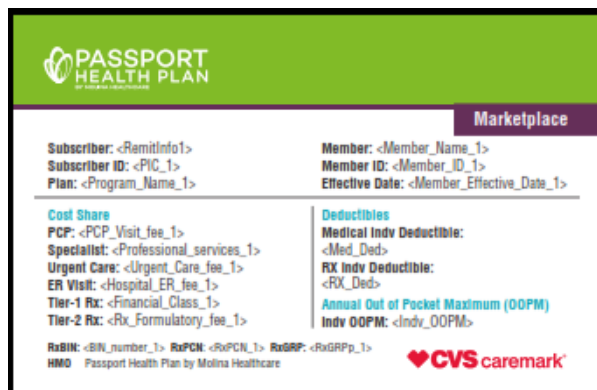
- Provider Portal at [Availity.com](http://Availity.com).
- Passport Provider Services automated IVR system at (800) 578-0775.

Possession of a Marketplace ID Card does not mean a recipient is eligible for Marketplace services. A Provider should verify a recipient's eligibility each time the recipient presents to their office for services. The verification sources can be used to verify a recipient's enrollment in a Passport Marketplace plan.

### Identification Cards

#### Passport Health Plan by Molina Healthcare Sample Member ID card

##### Card Front





## **Card Back**

<p><b>Member Numbers</b> Member Services: (833) 644-1621 TTY/TTD: 711 24/7 Nurse Advice: (833) 644-1622 24/7 Línea de Consejos de Enfermeras: (833) 644-1622 Billing and Payments: (888) 466-4477 Cost Shares are a summary only. Visit <a href="http://MyPassportHealthPlan.com">MyPassportHealthPlan.com</a> for plan details. <b>Notice: Covered Services must be received from Participating Providers. Refer to your Agreement for exceptions.</b> <a href="http://MyPassportHealthPlan.com">MyPassportHealthPlan.com</a> This card is for identification purposes only and does not prove eligibility for service.</p>	<p><b>Provider Numbers</b> CVS Caremark Help desk: (888) 407-6425 Prior Authorization/Notification of Hospital Admission: (844) 795-3508 <b>Medical Claims:</b> Passport Health Plan by Molina Healthcare PO BOX 43433 Louisville, KY 40253 <b>Inpatient Admissions:</b> Provider to notify plan within 24 hours of admission.</p>
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Members are reminded in their agreement to present ID cards when requesting medical or pharmacy services. The Passport ID card can be a physical ID card or a digital ID card. It is the Provider's responsibility to ensure Passport Members are eligible for benefits and to verify PCP assignment, prior to rendering services. Unless an Emergency Medical Condition exists, Providers may refuse service if the Member cannot produce the proper identification and eligibility cards.

## **Grace Period**

### **Definitions**

**APTC Member:** A Member who receives advanced premium tax credits (premium subsidy), which helps to offset the cost of monthly premiums for the Member.

**Non-APTC Member:** A Member who is not receiving any advanced premium tax credits and is therefore solely responsible for the payment of the full monthly premium amount.

**Member:** An individual, including any dependents, enrolled in Passport Health Plan by Molina Healthcare Marketplace. This term includes APTC Members and Non-APTC Members.

### **Summary**

The Affordable Care Act mandates that all qualified health plans offering insurance through the Health Insurance Marketplace provide a grace period of three consecutive months to APTC Members who fail to pay their monthly premium by the due date. Passport Marketplace also offers a grace period in accordance with state law to Non-APTC Members, for a period of 30 days, who fail to pay their monthly premium by the due date.

To qualify for a grace period, the Member must have paid at least one full month's premium within the benefit year. The grace period begins on the first day of the first month for which the Member's premium has not been paid. The grace period is not a "rolling" period. Once the Member enters the grace period, he/she has until the end of that period to resolve the entire outstanding premium balance; partial payment will not extend the grace period.

## Grace Period Timing

### Non-APTC Members

Non-APTC Members are granted a 30-day grace period, during which they may be able to access all services covered under their benefit plan. If the *full past-due premium* is not paid by the end of the grace period, the Non-APTC Member will be terminated as of the last day of the grace period.

### APTC Members

APTC Members are granted a three-month grace period. During the first month of the grace period Claims, including Pharmacy Claims, and authorizations will continue to be processed. During the second and third months of the grace period, the Member's coverage will be suspended, and Claims and authorization will not be processed. If the Member's *full past-due premium* is not paid by the end of the third month of the grace period, the Member will be retroactively terminated to the last day of the first month of the grace period.

## Service Alerts

When a Member is in the grace period, Passport will include a service alert on the Provider Portal, interactive voice response (IVR) and in the call centers. This alert will provide detailed information about the Member's grace period status, including which month that the Member is in the grace period (first month vs. second and third) as well as information about how authorizations and Claims will be processed during this time. Providers should verify both the eligibility status AND any service alerts when checking a Member's eligibility. For additional information about how authorizations and Claims will be processed during this time, please refer to the Member's Evidence of Coverage, or contact Passport's Provider Services department at (800) 578-0775.

## Notification

All Members will be notified upon entering the grace period. Additionally, when an APTC Member enters the grace period, their eligibility becomes available on the Provider Portal and should be checked prior to providing services. Additionally, Passport will notify Providers as follows:

- Members who receive APTC and have entered the first month of the grace period will not have any service restrictions. Therefore, the message that Providers will see upon checking the Provider Portal will read as follows: No Enrollment Restrictions.

- Providers will be notified and are able to check that the APTC Member entered the second or third months of the grace period.
- All Providers and specifically, Providers who have submitted Claims for the APTC Member in the two months prior to the start of the grace period will be notified and are able to check that the APTC Member entered the second or third months of the grace period.
- Providers will be notified and are able to check if the APTC Member is in the second or third months of the grace period before services are rendered and before submitting Claims.

The online eligibility notification will advise Providers that services rendered during the second and third months of the grace period may be denied if the premium is not paid in full prior to the expiration of the third month of the grace period.

### **Prior Authorizations**

All authorization requests will be reviewed based on Medical Necessity and will expire after 30 days. If a request for a prior authorization is made, the Provider will receive the following disclaimer:

“Prior Authorization is a review of medical necessity and is not a guarantee of payment for services. Payment will be made in accordance with a determination of the Member’s eligibility on the date of service (for Passport Marketplace Members, this includes grace period status), benefit limitations/exclusions and other applicable standards during the claim review, including the terms of any applicable Provider agreement. If permitted under state law, Passport Healthcare will pend claims for services provided to Marketplace members in months 2 & 3 of the Federally-required grace period until such time as all outstanding premiums due are received or the grace period expires, whichever occurs first. For additional information on a Marketplace member’s grace period status, please contact Passport Health Plan by Molina Healthcare.”

### **APTC Members**

Authorization requests received during the first month of an APTC Member’s three-month grace period will be processed according to Medical Necessity standards. Authorizations during the second and third month of the APTC Member’s grace period will process in accordance with State and Federal statutes and regulations and according to Medical Necessity. Authorizations issued during this time will include notification that the APTC Member is in the second or third month of the grace period and Claims for the authorized services may be denied if the premium is not paid in full by the end of the grace period.

### **Non-APTC Members**

Authorization requests received during a Non-APTC Member’s 30-day grace period will be processed according to Medical Necessity standards.

## Claims Processing

### APTC Members

**First Month of Grace Period:** Clean Claims received for services rendered during the first month of a three month grace period will be processed using Passport's standard processes and in accordance with state and federal statutes and regulations and within established turn-around-times.

**Second/Third Month of Grace Period:** Clean Claims received for services rendered during the second and third months of an APTC/APA Member's three month grace period will be pended until the premium is paid in full. In the event that the Member is terminated for non-payment of the *full premium* prior to the end of the grace period, Passport will deny Claims for services rendered in the second and third months of the grace period. Pharmacy Claims will be processed based on program drug utilization review and formulary edits; the Member will be charged 100 percent of the discounted cost for prescriptions filled during the second and third months of the grace period.

### Non-APTC Members

Clean Claims received for services rendered during the 30-day grace period will be processed using Passport's standard processes and in accordance with state and federal statutes and regulations and within established turn-around-times.

## 7. BENEFITS AND COVERED SERVICES

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Passport covers the services described in the Summary of Benefits and Coverage and Schedule of Benefits documentation for each Passport Marketplace plan type. If there are questions as to whether a service is covered or requires prior authorization, please reference the prior authorization tools located at on the Passport website and Provider Portal. You may also contact Passport at (800) 578-0775, 8 a.m.—6 p.m. Eastern time, Monday through Friday.

### Verification of Benefits

Detailed information about benefits and services can be found in the Schedule of Benefits made available to Passport Marketplace Members via the Passport Member Portal. Providers can access Schedule of Benefits documents via the Provider Portal at [Availity.com](https://www.availity.com).

### Member Cost Share

Cost Share is the Deductible, Copayment, or Coinsurance that Members must pay for Covered Services provided under their Passport Marketplace plan. The Cost Share amount Members will be required to pay for each type of Covered Service is summarized on the Member's ID card. Additional detail regarding cost share listed in the Schedule of Benefits. Cost Share applies to all Covered Services except for preventive services included in the Essential Health Benefits (as required by the Affordable Care Act). Cost Share towards Essential Health Benefits, other than those which are preventive, may be reduced or eliminated for certain eligible Members, as determined by Marketplace's rules.

A member pays the lesser of the cost share amount or billed charges.

It is the Provider's responsibility to collect the copayment and other Member Cost Share from the Member to receive full reimbursement for a service. The amount of the copayment and other Cost Share will be deducted from the Passport payment for all Claims involving Cost Share.

### Non-Formulary Drug Exception Request Process

There are two types of requests for Formulary exception:

- Expedited Exception Request for urgent circumstances that may seriously jeopardize life, health or ability to regain maximum function, or for undergoing current treatment using non-Drug Formulary drugs.
- Standard Exception Request

The Member and/or Member's representative and the prescribing Provider will be notified of Passport's decision no later than:

- 24 hours following receipt of request for Expedited Exception Request.

- 72 hours following receipt of request for Standard Exception Request.

If the initial request is denied, an external review may be requested. The Member and/or Member's representative and the prescribing Provider will be notified of the external review decision no later than:

- 24 hours following receipt of the request for external review of the Expedited Exception Request.
- 72 hours following receipt of the request for external review of the Standard Exception Request.

## **Injectable and Infusion Services**

Many self-administered and office-administered injectable products require Prior Authorization (PA). In some cases, they will be made available through a vendor, designated by Passport. More information about our Prior Authorization process, including a link to the PA request form, is available in the Pharmacy section of this Provider Manual.

Family planning services related to the injection or insertion of a contraceptive drug or device are covered.

## **Emergency Mental Health or Substance Abuse Services**

Members are directed to call 911 or go to the nearest emergency room if they need Emergency mental health or substance abuse services. Examples of Emergency mental health or substance abuse problems are:

- Danger to self or others.
- Not being able to carry out daily activities.
- Things that will likely cause death or serious bodily harm.

## **Out of Area Emergencies**

Members having a behavioral health Emergency who cannot get to a Passport approved Provider are directed to do the following:

- Go to the nearest emergency room.
- Call the number on ID card.
- Call Member's PCP and follow-up within 24 to 48 hours.

For out-of-area Emergency care, out-of-network Providers are directed to call the Passport contact number on the back of the Member's ID card for additional benefit information and may be asked to transfer Members to an in-network facility when the Member is stable.

## Emergency Transportation

When a Member's condition is life-threatening and requires use of special equipment, life support systems, and close monitoring by trained attendants while en route to the nearest appropriate facility, emergency transportation is thus required. Emergency transportation includes, but is not limited to, ambulance, air, or boat transports.

## Non-Emergency Medical Transportation

Passport covers non-routine, non-Emergency Medically Necessary ground transportation, when Passport determines such transportation is needed within Passport's Service Area to transfer the Member from one medical facility to another. Examples of this are from one hospital to another hospital, from a hospital to a skilled nursing facility or hospice. Non-Emergency medical transportation is provided by wheelchair lift equipped vehicle, litter/stretchers van or non-Emergency ambulance (both advanced life support and basic life support). When non-Emergency medical transportation is needed, Passport will arrange for the transportation to be provided by one of our Participating Provider transportation vendors. Please note, this is not a service for which Members can self-refer and any services not arranged by Passport will not be covered. To arrange for this service, please call (800) 578-0775 for prior approval of medical necessity. Passport will arrange for the transportation for all approved requests.

## Telehealth and Telemedicine Services

Passport Members may obtain Covered Services by Participating Providers, through the use of Telehealth and Telemedicine services. Not all participating Providers offer these services. The following additional provisions apply to the use of Telehealth and Telemedicine services:

- Services must be obtained from a participating Provider.
- Services are meant to be used when care is needed now for non-emergency medical issues.
- Services are a method of accessing Covered Services, and not a separate benefit.
- Services are not permitted when the Member and Participating Provider are in the same physical location.
- Services do not include texting, facsimile or email only.
- Services include preventive and/or other routine or consultative visits during a pandemic.
- Member cost sharing associates to the Schedule of Benefits and Coverage based upon the participating Provider's designation for Covered Services (i.e., Primary Care, Specialist or other Practitioner).
- Covered Services provided through Store and Forward technology, must include an in-person office visit to determine diagnosis or treatment.

Upon at least 10 days prior notice to Provider, Passport shall further have the right to a demonstration and testing of Provider telehealth service platform and operations. This

demonstration may be conducted either virtually or face-to-face, as appropriate for telehealth capabilities and according to the preference of Passport. Provider shall make its personnel reasonably available to answer questions from Passport regarding telehealth operations.

For information on Telehealth and Telemedicine Services Claims and billing, please refer to the Claims and Compensation section of this Provider Manual.

## Preventive Care

Preventive Care Guidelines are located on the Passport website. Please use the link below to access the most current guidelines:

<https://www.molinahealthcare.com/marketplace/ky/en-us/Providers/Health-Resources/Preventive-Health-Guidelines>.

## Nurse Advice Line

Members may call the Nurse Advice Line anytime they are experiencing symptoms or need health care information. Registered nurses are available 24 hours a day, seven days a week, 365 days a year, to assess symptoms and help make good health care decisions.

Passport is committed to helping our Members:

- Prudently use the services of your office.
- Understand how to handle routine health problems at home.
- Avoid making non-emergent visits to the emergency room (ER).

These registered nurses do not diagnose. They assess symptoms and guide the patient to the most appropriate level of care following specially designed algorithms unique to the Nurse Advice Line. The Nurse Advice Line may refer back to the PCP, a specialist, 911 or the ER. By educating patients, it reduces costs and over utilization on the health care system.



## 8. HEALTH CARE SERVICES

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### Introduction

Health Care Services is comprised of Utilization Management (UM) and Care Management (CM) departments that work together to achieve an integrated model based upon empirically validated best practices that have demonstrated positive results. Research and experience show that a higher-touch, Member-centric care environment for at-risk Members supports better health outcomes. Passport provides care management services to Members to address a broad spectrum of needs, including chronic conditions that require the coordination and provision of health care services. Elements of the Passport utilization management program include pre-service authorization review and inpatient authorization management that includes pre-admission, admission and concurrent review, medical necessity review, and restrictions on the use of out-of-network Providers.

### Utilization Management (UM)

Passport ensures the service delivered is medically necessary and demonstrates an appropriate use of resources based on the level of care needed for a Member. This program promotes the provision of quality, cost-effective, and medically appropriate services that are offered across a continuum of care as well as integrating a range of services appropriate to meet individual needs. Passport maintains flexibility to adapt to changes in the Member's condition and is designed to influence Member's care by:

- Managing available benefits effectively and efficiently while ensuring quality care
- Evaluating the medical necessity and efficiency of health care services across the continuum of care
- Defining the review criteria, information sources, and processes that are used to review and approve the provision of items and services, including prescription drugs
- Coordinating, directing, and monitoring the quality and cost effectiveness of health care resource utilization
- Implementing comprehensive processes to monitor and control the utilization of health care resources
- Ensuring services are available in a timely manner, in appropriate settings, and are planned, individualized, and measured for effectiveness
- Reviewing processes to ensure care is safe and accessible
- Ensuring qualified health care professionals perform all components of the UM processes
- Ensuring UM decision making tools are appropriately applied in determining medical necessity decision

### Key Functions of the UM Program

All prior authorizations are based on a specific standardized list of services:

<b>Eligibility and Oversight</b>	<b>Resource Management</b>	<b>Quality Management</b>
Eligibility verification	Prior Authorization and referral management	Satisfaction evaluation of the UM program using Member and Provider input
Benefit administration and interpretation	Pre-admission, Admission and Inpatient Review	Utilization data analysis
Verification that authorized care correlates to Member's medical necessity need(s) & benefit plan	Referrals for Discharge Planning and Care Transitions	Monitor for possible over- or under-utilization of clinical resources
Verifying of current Physician/hospital contract status	Staff education on consistent application of UM criteria	Quality oversight
		Monitor for adherence to CMS, NCQA, State and health plan UM standards

For more information about Passport's UM program, or to obtain a copy of the HCS Program Description, clinical criteria used for decision making, and how to contact a UM reviewer, access the Passport website or contact the UM department.

Medical Groups/IPAs and delegated entities who assume responsibility for UM must adhere to Passport's UM Policies. Their programs, policies and supporting documentation are reviewed by Passport at least annually.

**UM Decisions**

A decision is any determination made by Passport or the delegated Medical Group/IPA or other delegated entity with respect to the following:

- Determination to authorize, provide or pay for services (favorable determination).
- Determination to delay, modify, or deny payment of request (adverse determination).
- Discontinuation of a payment for a service.
- Payment for temporarily out-of-the-area renal dialysis services.
- Payment for Emergency Services, post stabilization care or urgently needed services.

Passport follows a hierarchy of medical necessity decision making with Federal and State regulations taking precedence. Passport covers all services and items required by State and Federal regulations.

Board certified licensed Providers from appropriate specialty areas are utilized to assist in making determinations of medical necessity, as appropriate. All utilization decisions are made in a timely manner to accommodate the clinical urgency of the situation, in accordance with Federal regulatory requirements and NCQA standards.

Requests for authorization not meeting criteria are reviewed by a designated Passport Medical Director or other appropriate clinical professional. Only a licensed physician or pharmacist, doctoral level clinical psychologist or certified addiction medicine specialist as appropriate may determine to delay, modify or deny payment of services to a Member.

Providers can contact Passport's Healthcare Services department at (800) 578-0775 to obtain Passport's UM Criteria.

### **MCG for Cite Guideline Transparency**

Passport has partnered with MCG Health to implement Cite for Care Guideline Transparency. Providers can access this feature through the Provider Portal. With MCG for Cite Guideline Transparency, Passport can share clinical indications with Providers. The tool operates as a secure extension of Passport's existing MCG investment and helps meet regulations around transparency for delivery of care:

- **Transparency**—Delivers medical determination transparency.
- **Access**—Clinical evidence that payers use to support member care decisions.
- **Security**—Ensures easy and flexible access via secure web access.

MCG Cite for Care Guideline Transparency does not affect the process for notifying Passport of admissions or for seeking Prior Authorization approval. To learn more about MCG or Cite for Care Guideline Transparency, visit [MCG's website](#) or call (888) 464-4746.

### **Medical Necessity**

**“Medically Necessary”** or **“Medical Necessity”** means health care services or supplies needed to diagnose or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine.

Those services must be deemed by Passport to be:

1. In accordance with generally accepted standards of medical practice.
2. Clinically appropriate and clinically significant, in terms of type, frequency, extent, site and duration. They are considered effective for the patient's illness, injury or disease.
3. Not primarily for the convenience of the patient, physician, or other health care Provider. The services must not be more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury or disease.

For these purposes, “generally accepted standards of medical practice” means standards that are based on credible scientific evidence published in peer-reviewed medical literature. This literature is generally recognized by the relevant medical

community, physician specialty society recommendations, the views of physicians practicing in relevant clinical areas and any other relevant factors.

The fact that a Provider has prescribed, recommended or approved medical or allied goods or services does not, in itself, make such care, goods or services medically necessary, a medical necessity or a covered service/benefit.

### **Medical Necessity Review**

Passport only reimburses for services that are medically necessary. Medical necessity review may take place prospectively, as part of the inpatient admission notification/concurrent review, or retrospectively. To determine medical necessity, in conjunction with independent professional medical judgment, Passport uses nationally recognized evidence-based guidelines, third party guidelines, CMS guidelines, State guidelines, guidelines from recognized professional societies, and advice from authoritative review articles and textbooks.

### **Levels of Administrative and Clinical Review**

The Passport review process begins with administrative review followed by clinical review if appropriate. Administrative review includes verifying eligibility, appropriate vendor or Participating Provider, and benefit coverage. The Clinical review includes medical necessity and level of care.

All UM requests that may lead to a medical necessity denial are reviewed by a health care professional at Passport (medical director, pharmacy director, or appropriately licensed health professional).

Passport's Provider training includes information on the UM processes and Authorization requirements.

### **Clinical Information**

Passport requires copies of clinical information be submitted for documentation. Clinical information includes but is not limited to; physician emergency department notes, inpatient history/physical exams, discharge summaries, physician progress notes, physician office notes, physician orders, nursing notes, results of laboratory or imaging studies, therapy evaluations and therapist notes. Passport does not accept clinical summaries, telephone summaries or inpatient case manager criteria reviews as meeting the clinical information requirements unless State or Federal regulations allows such documentation to be acceptable.

### **Prior Authorization**

Passport requires prior authorization for specified services as long as the requirement complies with Federal or State regulations and the Passport Hospital or Provider Services Agreement. The list of services that require prior authorization is available in narrative form, along with a more detailed list by CPT and HCPCS codes. Passport prior

authorization documents are customarily updated quarterly, but may be updated more frequently as appropriate, and are posted on the Passport website at <https://www.molinamarketplace.com/marketplace/ky/en-us/Providers/Provider-Forms>.

Providers are encouraged to use the Passport prior authorization form provided on the Passport website. If using a different form, the prior authorization request must include the following information:

- Member demographic information (name, date of birth, Passport ID number).
- Provider demographic information (referring Provider and referred to Provider/facility, including address and NPI number).
- Member diagnosis and ICD-10 codes.
- Requested service/procedure, including all appropriate CPT and HCPCS codes.
- Location where service will be performed.
- Clinical information sufficient to document the Medical Necessity of the requested service is required including:
  - Pertinent medical history (include treatment, diagnostic tests, examination data).
  - Requested length of stay (for inpatient requests).
  - Rationale for expedited processing.

Services performed without authorization may not be eligible for payment. Services provided emergently (as defined by Federal and State Law) are excluded from the prior authorization requirements. Obtaining authorization does not guarantee payment. Passport retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, correct coding, billing practices and whether the service was provided in the most appropriate and cost-effective setting of care. Passport does not retroactively authorize services that require PA.

Passport makes UM decisions in a timely manner to accommodate the urgency of the situation as determined by the Member's clinical situation. The definition of expedited/urgent is when the situation where the standard time frame or decision-making process could seriously jeopardize the life or health of the Member, the health or safety of the Member or others, due to the Member's psychological state, or in the opinion of the Provider with knowledge of the Member's medical or behavioral health condition, would subject the Member to adverse health consequences without the care or treatment that is the subject of the request, or could jeopardize the Member's ability to regain maximum function. Supporting documentation is required to justify the expedited request.

For expedited organization determination/pre-service authorization request, Passport will make a determination as promptly as the Member's health requires and no later than contractual requirements or 24 hours after we receive the initial request for service in the event a Provider indicates, or if we determine that a standard authorization decision timeframe could jeopardize a Member's life or health. For a standard authorization request, Passport makes the determination and provides notification no later than contractual requirements.

Providers who request prior authorization approval for patient services and/or procedures may request to review the criteria used to make the final decision. Passport has a full-time Medical Director available to discuss medical necessity decisions with the requesting Provider at (800) 578-0775.

Upon approval, the requestor will receive an authorization number. The number may be provided by telephone or fax. If a request is denied, the requestor and the Member will receive a letter explaining the reason for the denial and additional information regarding the grievance and appeals process. Denials also are communicated to the Provider by telephone if at all possible or by fax with confirmation of receipt if telephonic communication fails.

Note: Obtaining authorization does not guarantee payment. Passport retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of the service, correct coding, billing practices and whether the service was provided in the most appropriate and cost-effective setting of care.

### Peer-to-Peer Review

Upon receipt of an adverse determination, the Provider (peer) may request a peer-to-peer discussion within five business days of the decision for prior authorization requests. For inpatient admissions, a request for a peer-to-peer discussion may be granted within five business days from discharge.

A “peer” is considered a physician, physician assistant, nurse practitioner, or PhD psychologist who is directly providing care to the Member or a Medical Director on site at the facility. Calls from EHR and other similar contracted external parties, administrators, or facility UM staff are not peers and calls will not be returned.

### Requesting Prior Authorization

Notwithstanding any provision in the Provider Agreement that requires Provider to obtain a prior authorization directly from Passport, Passport may choose to contract with external vendors to help manage prior authorization requests.

For additional information regarding the prior authorization of specialized clinical services, please refer to the Prior Authorization tools located on the Passport website at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

- Prior Authorization Code Look-up Tool
- Prior Authorization Code Matrix
- Prior Authorization Guide
- Prior Authorization Request Form

**Provider Portal:** Participating Providers are encouraged to use the Provider Portal for prior authorization submissions whenever possible. Instructions for how to submit a prior authorization request are available on the Provider Portal. The benefits of submitting your prior authorization request through the Provider Portal are:

- Create and submit Prior Authorization Requests.
- Check status of Authorization Requests.
- Receive notification of change in status of Authorization Requests.
- Attach medical documentation required for timely medical review and decision making.

**Fax:** The Prior Authorization Request Form can be faxed to Passport at: 833) 322-1061.

**Phone:** Prior Authorizations can be initiated by contacting Passport's Healthcare Services department at (800) 578-0775. It may be necessary to submit additional documentation before the authorization can be processed.

**Mail:** Prior authorization requests and supporting documentation can be submitted via U.S. Mail at the following address:

Passport Health Plan by Molina Healthcare  
 Attn: Healthcare Services Dept.  
 5100 Commerce Crossings Drive  
 Louisville, KY 40229

### Open Communication about Treatment

Passport prohibits contracted Providers from limiting Provider or Member communication regarding a Member's health care. Providers may freely communicate with, and act as an advocate for their patients. Passport requires provisions within Provider contracts that prohibit solicitation of Members for alternative coverage arrangements for the primary purpose of securing financial gain. No communication regarding treatment options may be represented or construed to expand or revise the scope of benefits under a health plan or insurance contract.

Passport and its contracted Providers may not enter into contracts that interfere with any ethical responsibility or legal right of Providers to discuss information with a Member about the Member's health care. This includes, but is not limited to, treatment options, alternative plans or other coverage arrangements.

### Delegated Utilization Management Functions

Passport may delegate UM functions to qualifying Medical Groups/IPAs and delegated entities. They must have the ability to meet, perform the delegated activities and maintain specific delegation criteria in compliance with all current Passport policies and regulatory and certification requirements. For more information about delegated UM functions and the oversight of such delegation, please refer to the Delegation section of this Provider Manual.

### Communication and Availability to Members and Providers

During business hours HCS staff is available for inbound and outbound calls through an automatic rotating call system triaged by designated staff by calling (800) 578-0775

during normal business hours, Monday through Friday (except for holidays). All staff Members identify themselves by providing their first name, job title, and organization.

Passport offers TTY/TDD services for Members who are deaf, hard of hearing, or speech impaired. Language assistance is also always available for Members.

After business hours, Providers can also utilize fax and the Provider Portal for UM access.

Passport's Nurse Advice Line is available to Members and Providers 24 hours a day, seven days a week at (833) 644-1622. Passport's Nurse Advice Line may handle urgent and emergent after-hours UM calls. PCPs are notified via fax of all Nurse Advice Line encounters.

## Emergency Services

Emergency Services means: Services to evaluate, treat, or stabilize an Emergency Medical Condition. These services may be provided in a licensed emergency room or other facility that provides treatment of Emergency Medical Conditions.

Emergency Medical Condition or Emergency means: A medical condition manifesting itself by acute symptoms of sufficient severity, including severe pain, that a prudent layperson would reasonably have cause to believe constitutes a condition that the absence of immediate medical attention could reasonably be expected to result in:

- Placing the health of the individual, or with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part; or
- With respect to a pregnant woman who is having contractions:
  - A situation in which there is inadequate time to effect a safe transfer to another hospital before delivery; or
  - A situation in which transfer may pose a threat to the health or safety of the woman or unborn child.

A medical screening exam performed by licensed medical personnel in the emergency department and subsequent Emergency Services rendered to the Member do not require prior authorization from Passport.

Emergency Services are covered on a 24-hour basis without the need for prior authorization for all Members experiencing an Emergency Medical Condition.

Passport also provides Members a 24-hour Nurse Advice Line for medical advice. The 911 information is given to all Members at the onset of any call to the plan.

For Members within our service area, Passport contracts with vendors that provide 24-hour Emergency Services for ambulance and hospitals. An out of network emergency hospital stay will be covered until the Member has stabilized sufficiently to transfer to a



participating facility. Services provided after stabilization in a non-participating facility are not covered and the Member will be responsible for payment.

Members over-utilizing the emergency department will be contacted by Passport Care Managers to provide assistance whenever possible and determine the reason for using Emergency Services.

Care Managers will also contact the PCP to ensure that Members are not accessing the emergency department because of an inability to be seen by the PCP.

## **Inpatient Management**

### **Elective Inpatient Admissions**

Passport requires Prior Authorization for all elective/scheduled inpatient admissions and procedures to any facility. Facilities are required to also notify Passport within 24 hours or by the following business day once the admission has occurred for concurrent review. Elective inpatient admission services performed without Prior Authorization may not be eligible for payment.

### **Emergent Inpatient Admissions**

Passport requires notification of all emergent inpatient admissions within 24 hours of admission or by the following business day. Notification of admission is required to verify eligibility, authorize care, including level of care (LOC), and initiate concurrent review and discharge planning. Passport requires that notification includes Member demographic information, facility information, date of admission and clinical information sufficient to document the medical necessity of the admission. Emergent inpatient admission services performed without meeting admission notification, medical necessity requirements, or failure to include all of the needed clinical documentation to support the need for an inpatient admission will result in a denial of authorization for the inpatient stay.

### **Inpatient at time of Termination of Coverage**

If a Member's coverage with Passport terminates during a hospital stay, all services received after their termination of eligibility are not covered services.

### **Inpatient/Concurrent Review**

Passport performs concurrent inpatient review to ensure medical necessity of ongoing inpatient services, adequate progress of treatment and development of appropriate discharge plans. Performing these functions requires timely clinical information updates from inpatient facilities. Passport will request updated clinical records from inpatient facilities at regular intervals during a member's inpatient stay. Passport requires that requested clinical information updates be received by Passport from the inpatient facility within 24 hours of the request.

Failure to provide timely clinical information updates may result in denial of authorization for the remainder of the inpatient admission dependent on the Provider contract terms and agreements.

Passport will authorize hospital care as an inpatient, when the clinical record supports the medical necessity for the need for continued hospital stay. It is the expectation that observation has been tried in those patients that require a period of treatment or assessment, pending a decision regarding the need for additional care, and the observation level of care has failed. Upon discharge the Provider must provide Passport with a copy of Member's discharge summary to include demographic information, date of discharge, discharge plan and instructions, and disposition.

### **Inpatient Status Determinations**

Passport's UM staff follow CMS guidelines to determine if the collected clinical information for requested services are "reasonable and necessary for the diagnosis or treatment of an illness or injury, or to improve the functioning of malformed body member" by meeting all coverage, coding and medical necessity requirements (refer to the Medical Necessity section of this Provider Manual).

### **Discharge Planning**

The goal of discharge planning is to initiate cost-effective, quality-driven treatment interventions for post-hospital care at the earliest point in the admission.

UM staff work closely with the hospital discharge planners to determine the most appropriate discharge setting for our members. The clinical staff review medical necessity and appropriateness for home health, infusion therapy, durable medical equipment (DME), skilled nursing facility and rehabilitative services.

### **Readmissions**

Readmission review is an important part of Passport's Quality Improvement Program to ensure that Passport Members are receiving hospital care that is compliant with nationally recognized guidelines as well as Federal and State regulations.

Passport will conduct readmission reviews when both admissions occur at the same acute inpatient facility within the State regulatory requirement dates.

When a subsequent admission to the same facility with the same or similar diagnosis occurs within 24 hours of discharge, the hospital will be informed that the readmission will be combined with the initial admission and will be processed as a continued stay.

When a subsequent admission to the same facility occurs within 2-30 days of discharge, and it is determined that the readmission is related to the first admission and determined to be preventable, then a single payment may be considered as payment in full for both the first and second hospital admissions.

- A readmission is considered potentially preventable if it is clinically related to the prior admission and includes the following circumstances:
  - Premature or inadequate discharge from the same hospital;
  - Issues with transition or coordination of care from the initial admission;
  - For an acute medical complication plausibly related to care that occurred during the initial admission.
- Readmissions that are excluded from consideration as preventable readmissions include:
  - Planned readmissions associated with major or metastatic malignancies, multiple trauma, and burns.
  - Neonatal and obstetrical readmissions.
  - Initial admissions with a discharge status of “left against medical advice” because the intended care was not completed.
  - Behavioral Health readmissions.
  - Transplant related readmissions.

### **Post Service Review**

Failure to obtain authorization when required will result in denial of payment for those services. The only possible exception for payment as a result of post-service review is if information is received indicating the Provider did not know nor reasonably could have known that patient was a Passport Member or there was a Passport error, a Medical Necessity review will be performed. Decisions, in this circumstance, will be based on medical need, appropriateness of care guidelines defined by UM policies and criteria, regulation, guidance and evidence-based criteria sets.

Specific Federal or State requirements or Provider contracts that prohibit administrative denials supersede this policy.

### **Affirmative Statement about Incentives**

All medical decisions are coordinated and rendered by qualified physicians and licensed staff unhindered by fiscal or administrative concerns. Passport and its delegated contractors do not use incentive arrangements to reward the restriction of medical care to Members.

Passport requires that all utilization-related decisions regarding Member coverage and/or services are based solely on appropriateness of care and service and existence of coverage. Passport does not specifically reward Practitioners or other individuals for issuing denials of coverage or care. And, Passport does not receive financial incentives or other types of compensation to encourage decisions that result in underutilization.

### **Out of Network Providers and Services**

Passport maintains a contracted network of qualified health care professionals who have undergone a comprehensive credentialing process in order to provide medical care to Passport Members. Passport requires Members to receive medical care within

the participating, contracted network of Providers unless it is for Emergency Services as defined by Federal Law. If there is a need to go to a non-contracted Provider, all care provided by non-contracted, non-network Providers must be prior authorized by Passport. Non-network Providers may provide Emergency Services for a Member who is temporarily outside the service area, without prior authorization or as otherwise required by Federal or State Laws or regulations.

Except for Emergency Services and out-of-area Urgent Care Services, Marketplace Members must receive Covered Services from Participating Providers; otherwise, the services are not covered. Marketplace Members will be 100 percent responsible for payment and the payments will not apply to towards Deductibles or Annual Out-of-Pocket Maximums.

### **Avoiding Conflict of Interest**

The HCS department affirms its decision-making is based on appropriateness of care and service and the existence of benefit coverage.

Passport does not reward Providers or other individuals for issuing denials of coverage or care. Furthermore, Passport never provides financial incentives to encourage authorization decision makers to make determinations that result in under-utilization. Passport also requires our delegated medical groups/IPAs to avoid this kind of conflict of interest.

### **Coordination of Care and Services**

Passport HCS staff work with Providers to assist with coordinating referrals, services and benefits for Members who have been identified for Passport's Integrated Care Management (ICM) program via assessment or referral such as self-referral, Provider referral, etc. In addition, the coordination of care process assists Passport Members, as necessary, in transitioning to other care when benefits end.

Passport staff provide an integrated approach to care needs by assisting Members with identification of resources available to the Member, such as community programs, national support groups, appropriate specialists and facilities, identifying best practice or new and innovative approaches to care. Care coordination by Passport staff is done in partnership with Providers, Members and/or their authorized representative(s) to ensure efforts are efficient and non-duplicative.

### **Continuity of Care and Transition of Members**

It is Passport's policy to provide Members with advance notice when a Provider they are seeing will no longer be in-network. Members and Providers are encouraged to use this time to transition care to an in-network Provider. The Provider leaving the network shall provide all appropriate information related to course of treatment, medical treatment, etc. to the Provider(s) assuming care. Under certain circumstances, Members may be able to continue treatment with the out of network Provider for a given period of time and provide continued services to Members undergoing a course of treatment by a

Provider that has terminated their contractual agreement if the following conditions exist at the time of termination.

- Acute condition or serious chronic condition – Following termination, the terminated Provider will continue to provide covered services to the Member up to 90 days or longer if necessary, for a safe transfer to another Provider as determined by Passport or its delegated Medical Group/IPA.
- High risk of second or third trimester pregnancy – The terminated Provider will continue to provide services following termination until postpartum services related to delivery are completed or longer if necessary, for a safe transfer.

For additional information regarding continuity of care and transition of Members, please contact Passport at (800) 578-0775.

### **Continuity and Coordination of Provider Communication**

Passport stresses the importance of timely communication between Providers involved in a Member's care. This is especially critical between specialists, including behavioral health Providers, and the Member's PCP. Information should be shared in such a manner as to facilitate communication of urgent needs or significant findings.

### **Reporting of Suspected Abuse and/or Neglect**

A vulnerable adult is a person who is receiving or may be in need of receiving community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation. When working with children one may encounter situations suggesting abuse, neglect and/or unsafe living environments.

Every person who knows or has reasonable suspicion that a child or adult is being abused or neglected must report the matter immediately. Specific professionals mentioned under the law as mandated reporters are:

- Physicians, dentists, interns, residents, or nurses.
- Public or private school employees or child care givers.
- Psychologists, social workers, family protection workers, or family protection specialists.
- Attorneys, ministers, or law enforcement officers.

Suspected abuse and/or neglect should be reported as follows:

#### **Child Abuse**

Suspected child abuse should be reported to the Child Protection Branch of the Kentucky Cabinet for Health and Family Services (CHFS).

To report suspected child abuse and neglect call toll-free to:

877-KYSAFE1 (877-597-2331)

Non-emergency reports can be made online using the Kentucky Child/Adult Protective Services Reporting System at: [prd.webapps.chfs.ky.gov/reportabuse/OutofHours.aspx](http://prd.webapps.chfs.ky.gov/reportabuse/OutofHours.aspx)

If the child's life is in danger, call 911.

### **Adult Abuse**

Suspected abuse or neglect of an adult should be reported to the Adult Protection branch of CHFS via the abuse hotline at 877-KYSAFE1 (877-597-2331)..

Non-emergency reports should be made online using the Kentucky Child/Adult Protective Services Reporting System at:

[prd.webapps.chfs.ky.gov/reportabuse/OutofHours.aspx](http://prd.webapps.chfs.ky.gov/reportabuse/OutofHours.aspx).

If the situation is a life-threatening emergency, call 911.

Passport's HCS teams will work with PCPs and Medical Groups/IPA and other delegated entities who are obligated to communicate with each other when there is a concern that a Member is being abused. Final actions are taken by the PCP/Medical Group/IPA, other delegated entities or other clinical personnel. Under State and Federal Law, a person participating in good faith in making a report or testifying about alleged abuse, neglect, abandonment, financial exploitation or self-neglect of a vulnerable adult in a judicial or administrative proceeding may be immune from liability resulting from the report or testimony.

Passport will follow up with Members that are reported to have been abused, exploited or neglected to ensure appropriate measures were taken, and follow up on safety issues. Passport will track, analyze, and report aggregate information regarding abuse reporting to the Health Care Services Committee and the proper State agency.

### **PCP Responsibilities in Care Management Referrals**

The Member's PCP is the primary leader of the health team involved in the coordination and direction of services for the Member. The care manager provides the PCP with the Member's individual care plan (ICP), interdisciplinary care team (ICT) updates, and information regarding the Member's progress through the ICP when requested by the PCP. The PCP is responsible for the provision of preventive services and for the primary medical care of Members.

### **Care Manager Responsibilities**

The care manager collaborates with the Member and any additional participants as directed by the Member to develop an ICP that includes recommended interventions from Member's ICT, as applicable. ICP interventions include the appropriate information to address medical and psychosocial needs and/or barriers to accessing care, care coordination to address Member's health care goals, health education to support self-management goals, and a statement of expected outcomes. Jointly, the care manager,

and the Member/authorized representative(s) are responsible for implementing the plan of care. Additionally, the care manager:

- Assesses the Member to determine if the Member's needs warrant care management
- Monitors and communicates the progress of the implemented ICP to the Member's ICT, as Member needs warrant
- Serves as a coordinator and resource to the Member, their representative and ICT participants throughout the implementation of the ICP and revises the plan as suggested and needed
- Coordinates appropriate education and encourages the Member's role in self-management
- Monitors progress toward the Member's achievement of ICP goals in order to determine an appropriate time for the Member's graduation from the ICM program

## Health Management

The tools and services described here are educational support for Passport Members and may be changed at any time as necessary to meet the needs of Passport Members. Level 1 Members can be engaged in the program for up to 60 days depending on Member preferences and the clinical judgement of the Health Management team.

### Level 1 Health Management

Passport offers programs to help our Members and their families manage various health conditions. The programs include telephonic outreach from our clinical staff and health educators that includes condition specific triage assessment, care plan development, and access to tailored educational materials. Members are identified via Health Risk assessments and Identification and Stratification. You can also directly refer Members who may benefit from these program offerings by contacting Passport at (800) 578-0775. Members can request to be enrolled or disenrolled in these programs at any time. Our programs include:

- Asthma Management
- Diabetes Management
- High Blood Pressure Management
- Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD) Management
- Depression Management
- Weight Management
- Smoking/Tobacco Cessation
- Substance Use Disorder
- Nutrition Consult

For more information about these programs, please call (866) 472-9483 (TTY/TDD at 711 Relay).

## Maternity Screening and High Risk Obstetrics

Passport offers to all pregnant Members prenatal health education with resource information as appropriate and screening services to identify high risk pregnancy conditions. Care managers with specialized OB training provide additional care coordination and health education for Members with identified high risk pregnancies to assure best outcomes for Members and their newborns during pregnancy, delivery and through their sixth week post-delivery. Pregnant Member outreach, screening, education and care management are initiated by Provider notification to Passport, Member self-referral and internal Passport notification processes. Providers can notify Passport of pregnant/ high risk pregnant Members via faxed Pregnancy Notification Report Forms.

## Pregnancy Notification Process

The PCP shall submit to Passport the Pregnancy Notification Report Form (available at [PassportHealthPlan.com/Marketplace](http://PassportHealthPlan.com/Marketplace)) within one working day of the first prenatal visit and/or positive pregnancy test. The form should be faxed to Passport at (800) 983-9160.

## Member Newsletters

Member Newsletters are posted on the [PassportHealthPlan.com/Marketplace](http://PassportHealthPlan.com/Marketplace) website at least once a year. The articles are about topics asked by Members. The tips are aimed to help Members stay healthy.

## Member Health Education Materials

Members can access our easy-to-read evidenced based educational materials about nutrition, preventive services guidelines, stress management, exercise, cholesterol management, asthma, diabetes, depression, and other topics relevant health topics identified during our engagement with Members. Materials are available through the Member Portal, direct mail as requested, email, and the My Molina Mobile App.

## Program Eligibility Criteria and Referral Source

Health Management (HM) Programs are designed for Passport Members with a confirmed diagnosis. Identified Members will receive targeted outreach such as educational newsletters, telephonic outreach or other materials to access information on their condition. Members can contact Passport Member Services at any time and request to be removed from the program.

Members may be identified for or referred to HM programs from multiple pathways which may include the following:

- Pharmacy Claims data for all classifications of medications.
- Encounter Data or paid Claims with a relevant CMS accepted diagnosis or procedure code.



- Member Services welcome calls made by staff to new Member households and incoming Member calls have the potential to identify eligible program participants. Eligible Members are referred to the program registry.
- Member Assessment calls made by staff for the initial Health Risk Assessments (HRA) for newly enrolled Members.
- External referrals from Provider(s), caregivers or community-based organizations.
- Internal Passport referrals from Nurse Advice Line, Medication Management or Utilization Management.
- Member self-referral due to general plan promotion of program through Member newsletter or other Member communications.

### Provider Participation

Contracted Providers are notified as appropriate, when the Member is enrolled in a Health Management Program. Provider resources and services may include:

- Annual Provider feedback letters containing a list of patients identified with the relevant disease.
- Clinical resources such as patient assessment forms and diagnostic tools.
- Patient education resources.
- Provider Newsletters promoting the Health Management Programs, including how to enroll patients and outcomes of the programs.
- Clinical Practice Guidelines
- Preventive Health Guidelines

Additional information on health management programs is available from your local Passport Healthcare Services department toll free at (800) 578-0775.

### Primary Care Providers

Passport provides a panel of PCPs to care for its Members. Providers in the specialties of Family Medicine, Internal Medicine and Obstetrics and Gynecology are eligible to serve as PCPs. Members may choose a PCP or have one selected for them by Passport. Passport's Members are required to see a PCP who is part of the Passport Network. Passport's Members may select or change their PCP by contacting Passport's Member & Provider Contact Center.

### Specialty Providers

Passport maintains a network of specialty Providers to care for its Members. Some specialty care Providers may require a referral for a Member to receive specialty services; however, no prior authorization is required. Members are allowed to directly access women health specialists for routine and preventive health without a referral for services.

Passport will help to arrange specialty care outside the network when Providers are unavailable or the network is inadequate to meet a Member's medical needs. To obtain

such assistance contact the Passport UM department. Referrals to specialty care outside the network require prior authorization from Passport.

## Care Management (CM)

Passport provides a comprehensive ICM program to all Members who meet the criteria for services. The ICM program focuses on coordinating the care, services, and resources needed by Members throughout the continuum of care. Passport adheres to Case Management Society of America Standards of Practice Guidelines in its execution of the program.

The Passport care managers may be licensed professionals and are educated, trained and experienced in Passport's ICM program. The ICM program is based on a Member advocacy philosophy, designed and administered to assure the Member value-added coordination of health care and services, to increase continuity and efficiency, and to produce optimal outcomes. The ICM program is individualized to accommodate a Member's needs with collaboration and input from the Member's PCP. The Passport care manager will assess the Member upon engagement after identification for ICM enrollment, assist with arrangement of individual services for Members whose needs include ongoing medical care, behavioral health care including substance use disorder treatment, home health care, rehabilitation services, and preventive services. The Passport care manager is responsible for assessing the Member's appropriateness for the ICM program and for notifying the PCP of ICM program enrollment, as well as facilitating and assisting with the development of the Member's ICP.

Referral to Care Management: Members with high-risk medical conditions and/or other care needs may be referred by their PCP or specialty care Provider to the ICM program. The care manager works collaboratively with the Member and all participants of the ICT when warranted, including the PCP, behavioral health Provider(s), and specialty Providers, such as discharge planners, ancillary Providers, the local Health Department or other community-based resources when identified. The referral source should be prepared to provide the care manager with demographic, health care, and social data about the Member being referred.

Members with the following conditions may qualify for Care Management and should be referred to the Passport ICM Program for evaluation:

- High-risk pregnancy, including Members with a history of a previous preterm delivery
- Catastrophic or end-stage medical conditions (e.g., neoplasm, organ/tissue transplants, End Stage Renal Disease)
- Comorbid chronic illnesses (e.g., asthma, diabetes, COPD, CHF, etc.)
- Substance use disorder, serious mental illness (SMI), severe emotional disturbances (SED)
- Preterm births
- High-technology home care requiring more than two weeks of treatment
- Member accessing emergency department services inappropriately
- Children with Special Health Care Needs

Referrals to the ICM program may be made by contacting Passport at:

Phone: (800) 578-0775

Fax: (800) 983-9160

## 9. BEHAVIORAL HEALTH

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### Overview

Passport provides a Behavioral Health benefit for Members. Passport takes an integrated, collaborative approach to behavioral health care, encouraging participation from PCPs, Behavioral Health, and other specialty care Providers to ensure “whole person” care. All provisions within the Provider Manual are applicable to medical and Behavioral Health Providers unless otherwise noted in this section.

### Utilization Management and Prior Authorization

Behavioral Health inpatient and residential services can be requested by submitting a Prior Authorization form or contacting Passport at (800) 578-0775. Providers requesting after-hours authorization for these services should utilize Provider Portal or fax submission options. Emergency psychiatric services do not require Prior Authorization. All requests for Behavioral Health services should include the most current version of Diagnostic and Statistical Manual of Mental Disorders (DSM) classification. Passport utilizes standard, generally accepted Medical Necessity criteria for Prior Authorization reviews. Please see the Prior Authorization subsection found in the Health Care Services section of this Provider Manual for additional information.

### Access to Behavioral Health Providers and PCPs

Members may be referred to an in-network Behavioral Health Provider via referral from a PCP or by Member self-referral. PCPs are able to screen and assess Members for the detection and treatment of, or referral for, any known or suspected Behavioral Health problems and disorders. PCPs may provide any clinically appropriate Behavioral Health service within the scope of their practice. A formal referral form or Prior Authorization is not needed for a Member to self-refer or be referred to a PCP or Behavioral Health Provider.

Members may be referred to PCP and specialty care Providers to manage their health care needs. Behavioral Health Providers may refer a Member to an in-network PCP, or a Member may self-refer. Behavioral Health Providers may identify other health concerns, including physical health concerns, that should be addressed by referring the Member to a PCP.

### Care Coordination and Continuity of Care

#### Discharge Planning

Discharge planning begins upon admission to an inpatient or residential behavioral health facility. Members who were admitted to an inpatient or residential behavioral health setting must have an adequate outpatient follow-up appointment scheduled with a behavioral health Provider prior to discharge.

## Interdisciplinary Care Coordination

In order to provide care for the whole person, Passport emphasizes the importance of collaboration among all Providers on the Member's treatment team. Behavioral Health, Primary Care, and other specialty Providers shall collaborate and coordinate care between each other for the benefit of the Member. Collaboration of the treatment team will increase the communication of valuable clinical information, enhance the Member's experience with service delivery, and create opportunity for optimal health outcomes. Passport's Care Management Program may assist in coordinating care and communication amongst all Providers of a Member's treatment team.

## Care Management

Passport's Care Management team includes licensed nurses and clinicians with behavioral health experience to support Members with mental health and SUD needs. Members with high-risk psychiatric, medical or psychosocial needs may be referred by a Behavioral Health Provider, PCP, or specialist to the CM Program.

Referrals to the CM program may be made by contacting Passport at:

Phone: (800) 578-0775

Fax: (800) 983-9160

Additional information on the Case Management Program can be found in the Care Management subsection found in the Health Care Services section of this Provider Manual.

## Responsibilities of Behavioral Health Providers

Passport promotes collaboration between Providers and integration of both physical and behavioral health services in effort to provide quality care coordination to Members. Behavioral Health Providers are expected to provide in-scope, evidence-based mental health and SUD to Passport Members. Behavioral Health Providers may only provide physical health care services if they are licensed to do so.

Providers shall follow quality standards related to access. Passport provides oversight of Providers to ensure that Members are able to obtain needed health services within the acceptable appointment timeframes. Please see the Quality section of this Provider Manual for specific details.

All Members receiving inpatient psychiatric services must be 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 seven calendar 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.

## Behavioral Health Crisis Lines

Passport has a Behavioral Health Crisis Line that may be accessed by Members 24/7 year-round. The Passport Behavioral Health Crisis Line is staffed by behavioral health clinicians to provide urgent crisis intervention, emergent referrals and/or triage to appropriate supports, resources, and emergency response teams. Members experiencing psychological distress may access the Behavioral Health Crisis Line by calling (844) 800-5154.

## Behavioral Health Tool Kit for Providers

Passport has developed an online Behavioral Health Tool Kit to provide support with screening, assessment, and diagnosis of common behavioral health conditions, plus access to Behavioral Health HEDIS® Tip Sheets and other evidence-based guidance, and recommendations for coordinating care. The material within this tool kit is applicable to Providers in both primary care and behavioral health settings. The Behavioral Health Tool Kit for Providers can be accessed under the “Health Resources” tab on the [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) Provider website.

## 10. QUALITY

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### Maintaining Quality Improvement Processes and Programs

Passport works with Members and Providers to maintain a comprehensive Quality Improvement Program. You can contact the Passport Quality department toll free at (800) 578-0775.

The address for mail requests is:

Passport Health Plan by Molina Healthcare  
Attn: Quality Department  
5100 Commerce Crossings Drive  
Louisville, KY 40229

This Provider Manual contains excerpts from the Passport Quality Improvement Program. For a complete copy of Passport's Quality Improvement Program, you can contact your Provider Services representative or call the telephone number above to receive a written copy.

Passport has established a Quality Improvement Program that complies with regulatory requirements and accreditation standards. The Quality Improvement Program provides structure and outlines specific activities designed to improve the care, service and health of our Members. In our quality program description, we describe our program governance, scope, goals, measurable objectives, structure and responsibilities.

Passport does not delegate Quality Improvement activities to Medical Groups/IPAs. However, Passport requires contracted Medical Groups/IPAs to comply with the following core elements and standards of care. Passport Medical Groups/IPAs must:

- Have a Quality Improvement Program in place.
- Comply with and participate in Passport's Quality Improvement Program including reporting of Access and Availability survey and activity results and provision of medical records as part of the HEDIS® review process and during potential Quality of Care and/or Critical Incident investigations.
- Cooperate with Passport's quality improvement activities that are designed to improve quality of care and services and Member experience.
- Allow Passport to collect, use and evaluate data related to Provider performance for quality improvement activities, including but not limited to focus areas, such as clinical care, care coordination and management, service, and access and availability.
- Allow access to Passport Quality personnel for site and medical record review processes.

### Patient Safety Program

Passport's Patient Safety Program identifies appropriate safety projects and error avoidance for Passport Members in collaboration with their PCPs. Passport continues to

support safe personal health practices for our Members through our safety program, pharmaceutical management and care management/disease management programs and education. Passport monitors nationally recognized quality index ratings for facilities including adverse events and hospital acquired conditions as part of a national strategy to improve health care quality mandated by the Patient Protection and Affordable Care Act (ACA), Health and Human Services (HHS) to identify areas that have the potential for improving health care quality to reduce the incidence of events.

## Quality of Care

Passport has established a systematic process to identify, investigate, review and report any Quality of Care, Adverse Event/Never Event, Critical Incident (as applicable), and/or service issues affecting Member care. Passport will research, resolve, track and trend issues. Confirmed Adverse Events/Never Events are reportable when related to an error in medical care that is clearly identifiable, preventable and/or found to have caused serious injury or death to a patient. Some examples of never events include:

- Surgery on the wrong body part.
- Surgery on the wrong patient.
- Wrong surgery on a patient.

Passport is not required to pay for inpatient care related to “never events.”

## Medical Records

Passport requires that medical records are maintained in a manner that is current, detailed and organized to ensure that care rendered to Members is consistently documented and that necessary information is readily available in the medical record. All entries will be indelibly added to the Member’s record. PCPs should maintain the following medical record components, that include but are not limited to:

- Medical record confidentiality and release of medical records within medical and behavioral health care records.
- Medical record content and documentation standards, including preventive health care.
- Storage maintenance and disposal processes
- Process for archiving medical records and implementing improvement activities.

## Medical Record Keeping Practices

Below is a list of the minimum items that are necessary in the maintenance of the Member’s Medical records:

- Each patient has a separate record.
- Medical records are stored away from patient areas and preferably locked.
- Medical records are available at each visit and archived records are available within 24 hours.



- If hard copy, pages are securely attached in the medical record and records are organized by dividers or color-coded when thickness of the record dictates.
- If electronic, all those with access have individual passwords.
- Record keeping is monitored for Quality and HIPAA compliance.
- Storage maintenance for the determined timeline and disposal per record management processes.
- Process for archiving medical records and implementing improvement activities.
- Medical records are kept confidential and there is a process for release of medical records including behavioral health care records.

## Content

Providers must remain consistent in their practices with Passport's medical record documentation guidelines. Medical records are maintained and should include the following information:

- Each page in the record contains the patient's name or ID number.
- Member name, date of birth, sex, marital status, address, employer, home and work telephone numbers, and emergency contact.
- Legible signatures and credentials of Provider and other staff members within a paper chart.
- All Providers who participate in the Member's care.
- Information about services delivered by these Providers.
- A problem list that describes the Member's medical and behavioral health conditions.
- Presenting complaints, diagnoses, and treatment plans, including follow-up visits and referrals to other Providers.
- Prescribed medications, including dosages and dates of initial or refill prescriptions.
- Medication reconciliation within 30 days of an inpatient discharge should include evidence of current and discharge medication reconciliation and the date performed.
- Allergies and adverse reactions (or notation that none are known).
- Documentation that Advance Directives, Power of Attorney and Living Will have been discussed with Member, and a copy of Advance Directives when in place.
- Past medical and surgical history, including physical examinations, treatments, preventive services and risk factors.
- Treatment plans that are consistent with diagnosis.
- A working diagnosis that is recorded with the clinical findings.
- Pertinent history for the presenting problem.
- Pertinent physical exam for the presenting problem.
- Lab and other diagnostic tests that are ordered as appropriate by the Provider.
- Clear and thorough progress notes that state the intent for all ordered services and treatments.
- Notations regarding follow-up care, calls or visits. The specific time of return is noted in weeks, months or as needed, included in the next preventative care visit when appropriate.
- Notes from consultants if applicable.

- Up-to-date immunization records and documentation of appropriate history.
- All staff and Provider notes are signed physically or electronically with either name or initials.
- All entries are dated.
- All abnormal lab/imaging results show explicit follow up plan(s).
- All ancillary services reports.
- Documentation of all emergency care provided in any setting.
- Documentation of all hospital admissions, inpatient and outpatient, including the hospital discharge summaries, hospital history and physicals and operative report.
- Labor and Delivery Record for any child seen since birth.
- A signed document stating with whom protected health information may be shared.

## Organization

- The medical record is legible to someone other than the writer.
- Each patient has an individual record.
- Chart pages are bound, clipped, or attached to the file.
- Chart sections are easily recognized for retrieval of information.
- A release document for each Member authorizing Passport to release medical information for facilitation of medical care.

## Retrieval

- The medical record is available to Provider at each Encounter.
- The medical record is available to Passport for purposes of Quality improvement.
- The medical record is available to the applicable State and/or Federal agency and the External Quality Review Organization upon request.
- The medical record is available to the Member upon their request.
- A storage system for inactive Member medical records which allows retrieval within 24 hours, is consistent with State and Federal requirements, and the record is maintained for not less than 10 years from the last date of treatment or for a minor, one year past their 20<sup>th</sup> birthday but, never less than 10 years.
- An established and functional data recovery procedure in the event of data loss.

## Confidentiality

Passport Providers shall develop and implement confidentiality procedures to guard Member protected health information, in accordance with HIPAA privacy standards and all other applicable Federal and State regulations. This should include, and is not limited to, the following:

- Ensure that medical information is released only in accordance with applicable Federal or State Law in pursuant to court orders or subpoenas.
- Maintain records and information in an accurate and timely manner.
- Ensure timely access by Members to the records and information that pertain to them.

- Abide by all Federal and State Laws regarding confidentiality and disclosure of medical records or other health and enrollment information.
- Medical Records are protected from unauthorized access.
- Access to computerized confidential information is restricted.
- Precautions are taken to prevent inadvertent or unnecessary disclosure of protected health information.
- Education and training for all staff on handling and maintaining protected health care information.

Additional information on medical records is available from your local Passport Quality department. For additional information regarding HIPAA, please see the Compliance section of this Provider Manual.

## Access to Care

Passport maintains access to care standards and processes for ongoing monitoring of access to health care (including behavioral health care) provided by contracted PCPs (adult and pediatric) and participating specialists (to include OB/GYN, behavioral health Providers, and high volume and high impact specialists). Providers are required to conform to the Access to Care appointment standards listed below to ensure that health care services are provided in a timely manner. The standards are based on 90 percent availability for Emergency Services and 90 percent or greater for all other services. The PCP or their designee must be available 24 hours a day, seven days a week to Members.

## Appointment Access

All Providers who oversee the Member's health care are responsible for providing the following appointments to Passport Members in the timeframes noted:

### Medical Appointment

Appointment Types	Standard
Routine, asymptomatic	Within 30calendar days
Routine, symptomatic	Within 14 calendar days
Urgent Care	Within 24 hours
After Hours Care	24 hours/day; 7 day/week availability
Specialty Care (High Volume)	Within 21 calendar days
Specialty Care (High Impact)	Within 21 calendar days
Urgent Specialty Care	Within 24 hours

### Behavioral Health Appointment

Appointment Types	Standard
Life Threatening Emergency	Immediately
Non-life Threatening Emergency	Within 6 hours
Urgent Care	Within 48 hours

<b>Appointment Types</b>	<b>Standard</b>
Initial Routine Care Visit	Within 10 business days
Follow-up Routine Care Visit	Within 30 calendar days

Additional information on appointment access standards is available from your local Passport Quality department.

### **Office Wait Time**

For scheduled appointments, the wait time in offices should not exceed 30 minutes. All PCPs are required to monitor waiting times and adhere to this standard.

### **After Hours**

All Providers must have back-up (on call) coverage after hours or during the Provider's absence or unavailability. Passport requires Providers to maintain a 24 hour telephone service, seven days a week. This access may be through an answering service or a recorded message after office hours. The service or recorded message should instruct Members with an Emergency to hang-up and call 911 or go immediately to the nearest emergency room. Voicemail alone after-hours is not acceptable.

### **Women's Health Access**

Passport allows Members the option to seek obstetric and gynecological care from an in-network obstetrician or gynecologist or directly from a participating PCP designated by Passport as providing obstetrical and gynecological services. Member access to obstetrical and gynecological services is monitored to ensure Members have direct access to Participating Providers for obstetrical and gynecological services. Gynecological services must be provided when requested regardless of the gender status of the Member.

Additional information on access to care is available from your local Passport Quality department.

### **Monitoring Access for Compliance with Standards**

Access to care standards are reviewed, revised as necessary, and approved by the Quality Improvement Committee on an annual basis.

Provider Network adherence to access standards is monitored via one or more of the following mechanisms:

1. Provider access studies – Provider office assessment of appointment availability, after-hours access, Provider ratios, and geographic access.
2. Member complaint data – assessment of Member complaints related to access and availability of care.
3. Member satisfaction survey – evaluation of Members' self-reported satisfaction with appointment and after-hours access.

Analysis of access data includes assessment of performance against established standards, review of trends over time, and identification of barriers. Results of analysis are reported to the Quality Improvement Committee at least annually for review and determination of opportunities for improvement. Corrective actions are initiated when performance goals are not met and for identified Provider-specific and/or organizational trends. Performance goals are reviewed and approved annually by the Quality Improvement Committee.

## Quality of Provider Office Sites

Passport Providers are to maintain office-site and medical record keeping practices standards. Passport continually monitors Member appeals and complaints /grievances for all office sites to determine the need of an office site visit and will conduct office site visits as needed. Passport assesses the quality, safety and accessibility of office sites where care is delivered against standards and thresholds. A standard survey form is completed at the time of each visit. This includes an assessment of:

- Physical Accessibility
- Physical Appearance
- Adequacy of Waiting and Examining Room Space

### Physical Accessibility

Passport evaluates office sites as applicable to ensure that Members have safe and appropriate access to the office site. This access includes, but is not limited to, ease of entry into the building, accessibility of space within the office site, and ease of access for patients with physical disabilities.

### Physical Appearance

The site visits include, but are not limited to, an evaluation of office site cleanliness, appropriateness of lighting, and patient safety as needed.

### Adequacy of Waiting and Examining Room Space

During the site visit as required, Passport assesses waiting and examining room spaces to ensure that the office offers appropriate accommodations to Members. The evaluation includes, but is not limited to, appropriate seating in the waiting room areas and availability of exam tables in exam rooms.

## Administration & Confidentiality of Facilities

Facilities contracted with Passport must demonstrate an overall compliance with the guidelines listed below:

- Office appearance demonstrates that housekeeping and maintenance are performed appropriately on a regular basis, the waiting room is well-lit, office hours are posted and parking area and walkways demonstrate appropriate maintenance.

- Accessible parking is available, the building and exam rooms are accessible with an incline ramp or flat entryway, and the restroom is accessible with a bathroom grab bar.
- Adequate seating includes space for an average number of patients in an hour and there is a minimum of two office exam rooms per Provider.
- Basic emergency equipment is located in an easily accessible area. This includes a pocket mask and Epinephrine, plus any other medications appropriate to the practice.
- At least one CPR certified employee is available
- Yearly OSHA training (Fire, Safety, Blood-borne Pathogens, etc.) is documented for offices with 10 or more employees.
- A container for sharps is located in each room where injections are given.
- Labeled containers, policies, and contracts evidence of a hazardous waste management system in place.
- Patient check-in systems are confidential. Signatures on fee slips, separate forms, stickers or labels are possible alternative methods.
- Confidential information is discussed away from patients. When reception areas are unprotected by sound barriers, scheduling and triage phones are best placed at another location.
- Medical records are stored away from patient areas. Record rooms and/or file cabinets are preferably locked.
- A CLIA waiver is displayed when the appropriate lab work is run in the office.
- Prescription pads are not kept in exam rooms.
- Narcotics are locked, preferably double-locked. Medication and sample access is restricted.
- System in place to ensure expired sample medications are not dispensed and injectables and emergency medication are checked monthly for outdates.
- Drug refrigerator temperatures are documented daily.

## Advance Directives (Patient Self-Determination Act)

Passport complies with the advance directive requirements of the States in which the organization provides services. Responsibilities include ensuring Members receive information regarding advance directives and that contracted Providers and facilities uphold executed documents.

Advance Directives are a written choice for health care. There are two types of Advance Directives:

- **Durable Power of Attorney for Health Care:** allows an agent to be appointed to carry out health care decisions.
- **Living Will:** allows choices about withholding or withdrawing life support and accepting or refusing nutrition and/or hydration.

**When There Is No Advance Directive:** The Member's family and Provider will work together to decide on the best care for the Member based on information they may know about the Member's end-of-life plans.

Providers must inform adult Passport Members, 18 years old and up, of their right to make health care decisions and execute Advance Directives. It is important that Members are informed about Advance Directives.

Members who would like more information are instructed to contact Member Services or are directed to the CaringInfo website at [caringinfo.org/planning/advance-directives/](http://caringinfo.org/planning/advance-directives/) for forms available to download. Additionally, the Passport website offers information to both Providers and Members regarding advance directives, with a link to forms that can be downloaded and printed.

PCPs must discuss Advance Directives with a Member and provide appropriate medical advice if the Member desires guidance or assistance.

Passport network Providers and facilities are expected to communicate any objections they may have to a Member directive prior to service when possible. Members may select a new PCP if the assigned Provider has an objection to the Member's desired decision. Passport will facilitate finding a new PCP or specialist as needed.

In no event may any Provider refuse to treat a Member or otherwise discriminate against a Member because the Member has completed an Advance Directive. CMS Law gives Members the right to file a complaint with Passport or the State survey and certification agency if the Member is dissatisfied with Passport's handling of Advance Directives and/or if a Provider fails to comply with Advance Directives instructions.

Passport will notify the Provider of an individual Member's Advance Directives identified through Care Management, Care Coordination or Case Management. Providers are instructed to document the presence of an Advance Directive in a prominent location of the Medical Record. Auditors will also look for copies of the Advance Directive form. Advance Directives forms are State specific to meet State regulations.

Passport will look for documented evidence of the discussion between the Provider and the Member during routine Medical Record reviews.

## Services to Enrollees Under 21 Years of Age

Passport maintains systematic and robust monitoring mechanisms to ensure all preventive services necessary for Enrollees under 21 years of age are timely according to required preventive health guidelines. All Enrollees under 21 years of age should receive screening examinations including appropriate childhood immunizations at intervals as specified by the by the preventive health guidelines located on the Passport Provider website at [PassportHealthPlan.com/Marketplace](http://PassportHealthPlan.com/Marketplace) and referenced in the Benefits and Covered Services section of this Provider Manual.

## Well Child/Adolescent Visits

Visits consist of age-appropriate components, that include but are not limited to:

- Comprehensive health and developmental history.
- Nutritional assessment.
- Height and weight and growth charting.
- Comprehensive unclothed physical examination.
- Appropriate immunizations according to the Advisory Committee on Immunization Practices.
- Laboratory procedures, including lead blood level assessment appropriate for age and risk factors.
- Periodic developmental and behavioral screening using a recognized, standardized developmental screening tool.
- Vision and hearing tests.
- Dental assessment and services.
- Health education, including anticipatory guidance such as child development, healthy lifestyles, accident and disease prevention.
- Periodic objective screening for social-emotional development using a recognized, standardized tool.
- Perinatal depression for mothers of infants in the most appropriate clinical setting, e.g., at the pediatric, behavioral health, or OB/GYN visit.

Diagnostic services, treatment, or services Medically Necessary to correct or ameliorate defects, physical or mental illnesses, and conditions discovered during a screening or testing must be provided or arranged for either directly or through referrals. Any condition discovered during the screening examination or screening test requiring further diagnostic study or treatment must be provided if within the Member's Covered Benefit Services. Members should be referred to an appropriate source of care for any required services that are not Covered Services.

Passport shall have no obligation to pay for services that are not Covered Services.

## Monitoring for Compliance with Standards

Passport monitors compliance with the established performance standards as outlined above at least annually. Performance below Passport's standards may result in a Corrective Action Plan (CAP) with a request the Provider submit a written corrective action plan to Passport within 30 calendar days. Follow-up to ensure resolution is conducted at regular intervals until compliance is achieved. The information and any response made by the Provider are included in the Provider's permanent credentials file. If compliance is not attained at follow-up, an updated CAP will be required. Providers who do not submit a CAP may be terminated from network participation or closed to new Members.



## Quality Improvement Activities and Programs

Passport maintains an active Quality Improvement Program. The Quality Improvement Program provides structure and key processes to carry out our ongoing commitment to improvement of care and service. The goals identified are based on an evaluation of programs and services; regulatory, contractual and accreditation requirements; and strategic planning initiatives.

## Health Management and Care Management

The Passport Health Management and Care Management Programs provide for the identification, assessment, stratification, and implementation of appropriate interventions for Members with chronic diseases.

For additional information, please see the Health Management and Care Management headings in the Health Care Services section of this Provider Manual.

## Clinical Practice Guidelines

Passport adopts and disseminates Clinical Practice Guidelines (CPG) to reduce inter-Provider variation in diagnosis and treatment. CPG adherence is measured at least annually. All guidelines are based on scientific evidence, review of medical literature and/or appropriately established authority. Clinical Practice Guidelines are reviewed at least annually and more frequently as needed, when clinical evidence changes, and are approved by the Quality Improvement Committee.

Passport Clinical Practice Guidelines include, but are not limited to, the following:

- Acute Stress and Post-Traumatic Stress Disorder (PTSD)
- Anxiety/Panic Disorder
- Asthma
- Attention Deficit Hyperactivity Disorder (ADHD)
- Bipolar Disorder
- Children with Special Health Care Needs
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Diabetes
- Heart Failure in Adults
- Hypertension
- Obesity
- Opioid Management
- Perinatal Care
- Pregnancy Management
- Schizophrenia
- Sickle Cell Disease

- Substance Abuse Treatment
- Suicide Risk
- Trauma-Informed Primary Care

The adopted CPGs are distributed to the appropriate Providers, Provider groups, staff model facilities, delegates and Members by the Quality, Provider Services, Health Education and Member Services departments. The guidelines are disseminated through Provider newsletters, electronic Provider Bulletins and other media and are available on the Passport website. Individual Providers or Members may request copies from the local Passport Quality department.

### Preventive Health Guidelines

Passport provides coverage of diagnostic preventive procedures based on recommendations published by the U.S. Preventive Services Task Force (USPSTF), Bright Futures/American Academy of Pediatrics and Centers for Disease Control and Prevention (CDC), in accordance with Centers for Medicare & Medicaid Services (CMS) guidelines. Diagnostic preventive procedures include, but are not limited to:

- Adult Preventive Services Recommendations
- Recommendations for Preventive Pediatric Health Care
- Recommended Adult Immunization Schedule for Ages 19 Years or Older, United States, 2021
- Recommended Child and Adolescent Immunization Schedule for Ages 18 Years or Younger, United States, 2021

All guidelines are updated at least annually, and more frequently, as needed when clinical evidence changes, and are approved by the Quality Improvement Committee. On an annual basis, Preventive Health Guidelines are distributed to Providers at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) and the Provider Manual. Notification of the availability of the Preventive Health Guidelines is published in the Passport Provider Newsletter.

### Cultural and Linguistic Services

Passport works to ensure all Members receive culturally competent care across the service continuum to reduce health disparities and improve health outcomes. For additional information about Passport's program and services, please see the Cultural Competency and Linguistic Services section of this Provider Manual.

### Measurement of Clinical and Service Quality

Passport monitors and evaluates the quality of care and services provided to Members through the following mechanisms:

- Healthcare Effectiveness Data and Information Set (HEDIS®)
- Qualified Health Plan (QHP) Enrollee Experience Survey
- Behavioral Health Satisfaction Assessment

- Provider Satisfaction Survey
- Effectiveness of Quality Improvement Initiatives

Passport evaluates continuous performance according to, or in comparison with objectives, measurable performance standards and benchmarks at the national, regional and/or at the local/health plan level.

Contracted Providers and Facilities must allow Passport to use its performance data collected in accordance with the Provider's or facility's contract. The use of performance data may include, but is not limited to, the following: (1) development of Quality Improvement activities; (2) public reporting to consumers; (3) preferred status designation in the network; (4) and/or reduced Member cost sharing.

Passport's most recent results can be obtained from your local Passport Quality department or by visiting our website at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

### **Healthcare Effectiveness Data and Information Set (HEDIS®)**

Passport utilizes the NCQA HEDIS® as a measurement tool to provide a fair and accurate assessment of specific aspects of managed care organization performance. HEDIS® is an annual activity conducted in the spring. The data comes from on-site medical record review and available administrative data. All reported measures must follow rigorous specifications and are externally audited to assure continuity and comparability of results. The HEDIS® measurement set currently includes a variety of health care aspects including immunizations, women's health screening, diabetes care, well check-ups, medication use, and cardiovascular disease.

HEDIS® results are used in a variety of ways. The results are the measurement standard for many of Passport's clinical quality activities and health improvement programs. The standards are based on established clinical guidelines and protocols, providing a firm foundation to measure the success of these programs.

Selected HEDIS® results are provided to regulatory and accreditation agencies as part of our contracts with these agencies. The data are also used to compare to established health plan performance benchmarks.

### **Qualified Health Plan (QHP) Enrollee Experience Survey**

The QHP Enrollee Experience Survey is a consumer experience survey that assesses enrollee experience with QHPs offered through Marketplaces. The QHP Enrollee Survey is fielded nationally by HHS-approved survey vendors using a standardized protocol to facilitate QHP comparison both within and across Marketplaces.

The QHP Enrollee Experience Survey was designed to collect accurate and reliable information from consumers about their experience with the health care they received through Health Insurance Marketplace QHPs. The survey includes a set of core questions that address key areas of care and service, with some questions grouped to form composites.

QHP Enrollee Survey topics include:

- Access to Care
- Access to Information
- Care Coordination
- Cost
- Cultural Competence
- Doctor's Communication
- Plan Administration
- Prevention

### **Behavioral Health Satisfaction Assessment**

Passport obtains feedback from Members about their experience, needs, and perceptions of accessing behavioral health care services. This feedback is collected at least annually to understand how our Members rate their experiences in getting treatment, communicating with their clinicians, receiving treatment and information from the plan, and perceived improvement in their conditions, among other areas.

### **Provider Satisfaction Survey**

Recognizing that HEDIS® and CAHPS®/Qualified Health Plan Enrollee Experience Survey both focus on Member experience with health care Providers and health plans, Passport conducts a Provider Satisfaction Survey annually to focus on Provider experience with Passport. The results from this survey are very important to Passport, as this is one of the primary methods used to identify improvement areas pertaining to the Passport Provider Network. The survey results have helped establish improvement activities relating to Passport's specialty network, inter-Provider communications, and pharmacy authorizations. This survey is fielded to a random sample of Providers each year. If your office is selected to participate, please take a few minutes to complete and return the survey.

### **Effectiveness of Quality Improvement Initiatives**

Passport monitors the effectiveness of clinical and service activities through metrics selected to demonstrate clinical outcomes and service levels. The plan's performance is compared to that of available national benchmarks indicating "best practices." The evaluation includes an assessment of clinical and service improvements on an ongoing basis. Results of these measurements guide activities for the successive periods.

In addition to the methods described above, Passport also compiles complaint and appeals data as well as requests for out-of-network services to determine opportunities for service improvements.

### **Quality Rating System**

Based on Section 1311(c)(3) of the Affordable Care Act, CMS developed the Quality Rating System (QRS) to:

- Provide comparable and useful information to consumers about the quality of health care services provided by QHPs.
- Facilitate oversight of QHP issuer compliance with Marketplace quality standards.
- Provide actionable information for improving quality and performance.

Quality ratings are calculated for each eligible QHP product using clinical quality and enrollee experience survey data. Based on results, CMS will calculate and produce quality performance ratings for each health plan on a 1-5-star rating scale.

Measures are organized into a hierarchical structure designed to make the QRS scores and ratings more understandable. They include, but are not limited, to the following domains:

- Clinical Effectiveness
- Patient Safety
- Prevention
- Access and Coordination
- Doctor and Care
- Efficiency and Affordability
- Plan Service

### What Can Providers Do?

- Ensure patients are up-to-date with their annual physical exam and preventive health screenings, including related lab orders and referrals to specialists, such as ophthalmology.
- Review the HEDIS® preventive care listing of measures for each patient to determine if anything applicable to your patients' age and/or condition has been missed
- Check that staff is properly coding all services provided
- Be sure patients understand what *they* need to do.

Passport has additional resources to assist Providers and their patients. For access to tools that can assist, please visit the Provider Portal. There are a variety of resources, including HEDIS® CPT/CMS-approved diagnostic and procedural code sheets. To obtain a current list of HEDIS® and CAHPS®/Qualified Health Plan (QHP) Enrollee Experience Survey Star Ratings measures, contact your local Passport Quality department.

HEDIS® and CAHPS® are registered trademarks of the National Committee for Quality Assurance (NCQA).

## 11. RISK ADJUSTMENT MANAGEMENT PROGRAM

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### What is Risk Adjustment?

The Centers for Medicare & Medicaid Services (CMS) defines Risk Adjustment as a process that helps accurately measure the health status of a plan's membership based on medical conditions and demographic information.

This process helps ensure health plans receive accurate payment for services provided to Passport Members and prepares for resources that may be needed in the future to treat Members who have multiple clinical conditions.

### Why is Risk Adjustment Important?

Passport relies on our Provider Network to take care of our Members based on their health care needs. Risk Adjustment looks at a number of clinical data elements of a Member's health profile to determine any documentation gaps from past visits and identifies opportunities for gap closure for future visits. In addition, Risk Adjustment allows us to:

- Focus on quality and efficiency.
- Recognize and address current and potential health conditions early.
- Identify Members for Care Management referral.
- Ensure adequate resources for the acuity levels of Passport Members.
- Have the resources to deliver the highest quality of care to Passport Members.

### Your Role as a Provider

As a Provider, your complete and accurate documentation in a Member's medical record and submitted Claims are critical to a Member's quality of care. We encourage Providers to code all diagnoses to the highest specificity as this will ensure Passport receives adequate resources to provide quality programs to you and our Members.

For a complete and accurate medical record, all Provider documentation must:

- Address clinical data elements (e.g., diabetic patient needs an eye exam or multiple comorbid conditions) provided by Passport and reviewed with the Member.
- Be compliant with CMS correct coding initiative.
- Use the correct ICD-10 code by coding the condition to the highest level of specificity.
- Only use diagnosis codes confirmed during a Provider visit with a Member. The visit may be face-to-face, or telehealth, depending on State or CMS requirements.
- Contain a treatment plan and progress notes.
- Contain the Member's name and date of service.
- Have the Provider's signature and credentials.

## **RADV Audits**

As part of the regulatory process, State and/or Federal agencies may conduct Risk Adjustment Data Validation (RADV) audits to ensure that the diagnosis data submitted by Passport is appropriate and accurate. All Claims/Encounters submitted to Passport are subject to State and/or Federal and internal health plan auditing. If Passport is selected for a RADV audit, Providers will be required to submit medical records in a timely manner to validate the previously submitted data.

## **Contact Information**

For questions about Passport's Risk Adjustment programs, please contact your Provider Services representative.

## 12. COMPLIANCE

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### Fraud, Waste, and Abuse

#### Introduction

Passport is dedicated to the detection, prevention, investigation, and reporting of potential health care fraud, waste, and abuse. As such, Passport's Compliance department maintains a comprehensive plan, which addresses how Passport will uphold and follow State and Federal statutes and regulations pertaining to fraud, waste, and abuse. The plan also addresses fraud, waste and abuse prevention and detection along with and the education of appropriate employees, vendors, Providers and associates doing business with Passport.

Passport's Special Investigation Unit (SIU) supports the Compliance Department in its efforts to detect, deter, and prevent fraud, waste, and abuse by conducting investigations aimed at identifying suspect activity and reporting these findings to the appropriate regulatory and/or Law enforcement agency.

#### Mission Statement

Passport regards health care fraud, waste and abuse as unacceptable, unlawful, and harmful to the provision of quality health care in an efficient and affordable manner. Passport has therefore implemented a plan to detect, prevent, investigate, and report suspected health care fraud, waste and abuse in order to reduce health care cost and to promote quality health care.

#### Regulatory Requirements

##### Federal False Claims Act

The False Claims Act is a Federal statute that covers fraud involving any Federally funded contract or program. The act establishes liability for any person who knowingly presents or causes to be presented a false or fraudulent Claim to the U.S. government for payment.

The term "knowing" is defined to mean that a person with respect to information:

- Has actual knowledge of falsity of information in the Claim;
- Acts in deliberate ignorance of the truth or falsity of the information in a Claim; or,
- Acts in reckless disregard of the truth or falsity of the information in a Claim.

The act does not require proof of a specific intent to defraud the U.S. government. Instead, health care Providers can be prosecuted for a wide variety of conduct that leads to the submission of fraudulent Claims to the government, such as knowingly making false statements, falsifying records, double-billing for items or services, submitting bills for services never performed or items never furnished or otherwise causing a false Claim to be submitted.



## **Deficit Reduction Act**

The Deficit Reduction Act (DRA) aims to cut fraud, waste and abuse from the Medicare and Medicaid programs.

As a contractor doing business with Passport, Providers and their staff have the same obligation to report any actual or suspected violation of funds either by fraud, waste or abuse. Entities must have written policies that inform employees, contractors, and agents of the following:

- The Federal False Claims Act and State Laws pertaining to submitting false Claims.
- How Providers will detect and prevent fraud, waste, and abuse.
- Employee protection rights as whistleblowers.

These provisions encourage employees (current or former) and others to report instances of fraud, waste or abuse to the government. The government may then proceed to file a lawsuit against the organization/individual accused of violating the False Claims Act. The whistleblower may also file a lawsuit independently. Cases found in favor of the government will result in the whistleblower receiving a portion of the amount awarded to the government.

Whistleblower protections state that employees who have been discharged, demoted, suspended, threatened, harassed or otherwise discriminated against due to their role in disclosing or reporting a false Claim are entitled to all relief necessary to make the employee whole including:

- Employment reinstatement at the same level of seniority.
- Two times the amount of back pay plus interest.
- Compensation for special damages incurred by the employee as a result of the employer's inappropriate actions.

Affected entities who fail to comply with the Law will be at risk of forfeiting all Medicaid payments until compliance is met. Passport will take steps to monitor Passport contracted Providers to ensure compliance with the Law.

**Anti-Kickback Statute** – Provides criminal penalties for individuals or entities that knowingly and willfully offer, pay, solicit, or receive remuneration in order to induce or reward business payable or reimbursable under the Medicare or other Federal health care programs.

**Stark Statute** – Similar to the Anti-Kickback Statute, but more narrowly defined and applied. It applies specifically to services provided only by Practitioners, rather than by all health care Providers.

**Sarbanes-Oxley Act of 2002** – Requires certification of financial statements by both the Chief Executive Officer and the Chief Financial Officer. The Act states that a corporation must assess the effectiveness of its internal controls and report this assessment annually to the Securities and Exchange Commission.

## Definitions

**Fraud:** means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to themselves or some other person. It includes any act that constitutes fraud under applicable Federal or State Law. (42 CFR § 455.2)

**Waste:** means health care spending that can be eliminated without reducing the quality of care. Quality waste includes overuse, underuse, and ineffective use. Inefficiency waste includes redundancy, delays, and unnecessary process complexity. An example would be the attempt to obtain reimbursement for items or services where there was no intent to deceive or misrepresent, however the outcome resulted in poor or inefficient billing methods (e.g. coding) causing unnecessary costs to the State and Federal health care programs.

**Abuse:** means Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary costs to the State and Federal health care programs, or in reimbursement for services that are not Medically Necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the State and Federal health care programs. (42 CFR § 455.2)

## Examples of Fraud, Waste and Abuse by a Provider

The types of questionable Provider schemes investigated by Passport include, but are not limited to the following:

- A Provider knowingly and willfully referring a Member to health care facilities in which or with which the Provider has a financial relationship. (Stark Law)
- Altering Claims and/or medical record documentation in order to get a higher level of reimbursement.
- Balance billing a Passport Member for Covered Services. This includes asking the Member to pay the difference between the discounted and negotiated fees, and the Provider's usual and customary fees.
- Billing and providing for services to Members that are not Medically Necessary.
- Billing for services, procedures and/or supplies that have not been rendered.
- Billing under an invalid place of service in order to receive or maximize reimbursement.
- Completing certificates of Medical Necessity for Members not personally and professionally known by the Provider.
- Concealing a Member's misuse of a Passport identification card.
- Failing to report a Member's forgery or alteration of a prescription or other medical document.
- False coding in order to receive or maximize reimbursement.
- Inappropriate billing of modifiers in order to receive or maximize reimbursement.
- Inappropriately billing of a procedure that does not match the diagnosis in order to receive or maximize reimbursement.

- Knowingly and willfully soliciting or receiving payment of kickbacks or bribes in exchange for referring patients.
- Not following incident to billing guidelines in order to receive or maximize reimbursement.
- Overutilization
- Participating in schemes that involve collusion between a Provider and a Member that result in higher costs or charges.
- Questionable prescribing practices.
- Unbundling services in order to get more reimbursement, which involves separating a procedure into parts and charging for each part rather than using a single global code.
- Underutilization, which means failing to provide services that are Medically Necessary.
- Upcoding, which is when a Provider does not bill the correct code for the service rendered, and instead uses a code for a like services that costs more.
- Using the adjustment payment process to generate fraudulent payments.

### Examples of Fraud, Waste, and Abuse by a Member

The types of questionable Member schemes investigated by Passport include, but are not limited to, the following:

- Benefit sharing with persons not entitled to the Member's benefits.
- Conspiracy to defraud State and Federal health care programs.
- Doctor shopping, which occurs when a Member consults a number of Providers for the purpose of inappropriately obtaining services.
- Falsifying documentation in order to get services approved.
- Forgery related to health care.
- Prescription diversion, which occurs when a Member obtains a prescription from a Provider for a condition that they do not suffer from and the Member sells the medication to someone else.

### Review of Provider Claims and Claims System

Passport Claims Examiners are trained to recognize unusual billing practices and to detect fraud, waste and abuse. If the Claims Examiner suspects fraudulent, abusive or wasteful billing practices, the billing practice is documented and reported to the Compliance department.

The Claims payment system utilizes system edits and flags to validate those elements of Claims are billed in accordance with standardized billing practices; ensure that Claims are processed accurately and ensure that payments reflect the service performed as authorized.

Passport performs auditing to ensure the accuracy of data input into the Claims system. The Claims department conducts regular audits to identify system issues or errors. If

errors are identified, they are corrected, and a thorough review of system edits is conducted to detect and locate the source of the errors.

### **Prepayment Fraud, Waste, and Abuse Detection Activities**

Through implementation of Claims edits, Passport's Claims payment system is designed to audit Claims concurrently, in order to detect and prevent paying Claims that are inappropriate.

Passport has a pre-payment Claims auditing process that identifies frequent correct coding billing errors ensuring that Claims are coded appropriately according to State and Federal coding guidelines. Code edit relationships and edits are based on guidelines from specific State Medicaid Guidelines, Centers for Medicare & Medicaid Services (CMS), Federal CMS guidelines, AMA and published specialty specific coding rules. Code Edit Rules are based on information received from the National Physician Fee Schedule Relative File (NPFS), the Medically Unlikely Edit (MUE) table, the National Correct Coding Initiative (NCCI) files, Local Coverage Determination/National Coverage Determination (LCD/NCD), and State-specific policy manuals and guidelines as specified by a defined set of indicators in the Medicare Physician Fee Schedule Data Base (MPFSDB).

Additionally, Passport may, at the request of a State program or at its own discretion, subject a Provider to prepayment reviews whereupon Provider is required to submit supporting source documents that justify an amount charged. Where no supporting documents are provided, or insufficient information is provided to substantiate a charge, the Claim will be denied until such time that the Provider can provide sufficient accurate support.

### **Post-payment Recovery Activities**

The terms expressed in this section of this Provider Manual are incorporated into the Provider Agreement, and are intended to supplement, rather than diminish, any and all other rights and remedies that may be available to Passport under the Provider Agreement or at Law or equity.

In the event of any inconsistency between the terms expressed here and any terms expressed in the Provider Agreement, the parties agree that Passport shall in its sole discretion exercise the terms that are expressed in the Provider Agreement, the terms that are expressed here, its rights under Law and equity, or some combination thereof.

Provider will provide Passport, governmental agencies and their representatives or agents, access to examine, audit, and copy any and all records deemed by Passport, in Passport's sole discretion, necessary to determine compliance with the terms of the Provider Agreement, including for the purpose of investigating potential fraud, waste and abuse. Documents and records must be readily accessible at the location where Provider provides services to any Passport Members. Auditable documents and records include, but are not limited to, medical charts; patient charts; billing records; and

coordination of benefits information. Production of auditable documents and records must be provided in a timely manner, as requested by Passport and without charge to Passport. In the event Passport identifies fraud, waste or abuse, Provider agrees to repay funds or Passport may seek recoupment.

If a Passport auditor is denied access to Provider's records, all of the Claims for which Provider received payment from Passport is immediately due and owing. If Provider fails to provide all requested documentation for any Claim, the entire amount of the paid Claim is immediately due and owing. Passport may offset such amounts against any amounts owed by Passport to Provider. Provider must comply with all requests for documentation and records timely (as reasonably requested by Passport) and without charge to Passport. Claims for which Provider fails to furnish supporting documentation during the audit process are not reimbursable and are subject to chargeback.

Provider acknowledges that HIPAA specifically permits a covered entity, such as Provider, to disclose protected health information for its own payment purposes (see 45 CFR 164.502 and 45 CFR 154.501). Provider further acknowledges that in order to receive payment from Passport, Provider is required to allow Passport to conduct audits of its pertinent records to verify the services performed and the payment claimed, and that such audits are permitted as a payment activity of Provider under HIPAA and other applicable privacy Laws.

### Claim Auditing

Passport shall use established industry Claims adjudication and/or clinical practices, State and Federal guidelines, and/or Passport's policies and data to determine the appropriateness of the billing, coding, and payment.

Provider acknowledges Passport's right to conduct pre and post-payment billing audits. Provider shall cooperate with Passport's Special Investigations Unit and audits of Claims and payments by providing access at reasonable times to requested Claims information, all supporting medical records, Provider's charging policies, and other related data as deemed relevant to support the transactions billed. Providers are required to submit, or provide access to, medical records upon Passport's request. Failure to do so in a timely manner may result in an audit failure and/or denial, resulting in an overpayment.

In reviewing medical records for a procedure, Passport may select a statistically valid random sample, or smaller subset of the statistically valid random sample. This gives an estimate of the proportion of Claims that Passport paid in error. The estimated proportion, or error rate, may be projected across all Claims to determine the amount of overpayment.

Provider audits may be telephonic, an on-site visit, internal Claims review, client-directed/regulatory investigation and/or compliance reviews and may be vendor assisted. Passport asks that you provide Passport, or Passport's designee, during

normal business hours, access to examine, audit, scan and copy any and all records necessary to determine compliance and accuracy of billing.

If Passport's Special Investigations Unit suspects that there is fraudulent or abusive activity, Passport may conduct an on-site audit without notice. Should you refuse to allow access to your facilities, Passport reserves the right to recover the full amount paid or due to you.

### Provider Education

When Passport identifies through an audit or other means a situation with a Provider (e.g. coding, billing) that is either inappropriate or deficient, Passport may determine that a Provider education visit is appropriate.

Passport will notify the Provider of the deficiency and will take steps to educate the Provider, which may include the Provider submitting a corrective action plan (CAP) to Passport addressing the issues identified and how it will cure these issues moving forward.

### Reporting Fraud, Waste and Abuse

If you suspect cases of fraud, waste, or abuse, you must report it by contacting the Molina Healthcare AlertLine. AlertLine is an external telephone and web-based reporting system hosted by NAVEX Global, a leading Provider of compliance and ethics hotline services. AlertLine telephone and web-based reporting is available 24 hours a day, seven days a week, 365 days a year. When you make a report, you can choose to remain confidential or anonymous. If you choose to call AlertLine, a trained professional at NAVEX Global will note your concerns and provide them to the Passport Compliance department for follow-up. If you elect to use the web-based reporting process, you will be asked a series of questions concluding with the submission of your report. Reports to AlertLine can be made from anywhere within the United States with telephone or internet access.

Molina AlertLine can be reached toll free at (866) 606-3889 or you may use the service's website to make a report at any time at [MolinaHealthcare.alertline.com](https://www.molinahealthcare.com/alertline).

You may also report cases of fraud, waste or abuse to Passport's Compliance department. You have the right to have your concerns reported anonymously without fear of retaliation.

Passport Health Plan by Molina Healthcare  
Attn: Compliance  
5100 Commerce Crossings Drive  
Louisville, KY 40229

Remember to include the following information when reporting:

- Nature of complaint.

- The names of individuals and/or entity involved in suspected fraud and/or abuse including address, phone number, Passport Member ID number and any other identifying information.

Suspected fraud and abuse may also be reported directly to the State at:

Kentucky Department of Insurance  
Division of Insurance Fraud Investigation  
PO Box 4050  
Frankfort, KY 40604

Toll Free Phone: (800) 595-6053

TDD: (800) 648-6056

## HIPAA Requirements and Information

### HIPAA (Health Insurance Portability and Accountability Act)

#### Passport's Commitment to Patient Privacy

Protecting the privacy of Members' personal health information is a core responsibility that Passport takes very seriously. Passport is committed to complying with all Federal and State Laws regarding the privacy and security of Members' protected health information (PHI).

#### Provider Responsibilities

Passport expects that its contracted Provider will respect the privacy of Passport Members (including Passport Members who are not patients of the Provider) and comply with all applicable Laws and regulations regarding the privacy of patient and Member PHI. Passport provides its Members with a privacy notice upon their enrollment in our health plan. The privacy notice explains how Passport uses and discloses their PHI and includes a summary of how Passport safeguards their PHI.

Telehealth/Telemedicine Providers: Telehealth transmissions are subject to HIPAA-related requirements outlined under State and Federal Law, including:

- 42 C.F.R. Part 2 Regulations
- Health Information Technology for Economic and Clinical Health Act, (HITECH Act)

#### Applicable Laws

Providers must understand all State and Federal health care privacy Laws applicable to their practice and organization. Currently, there is no comprehensive regulatory framework that protects all health information in the United States; instead there is a patchwork of Laws that Providers must comply with. In general, most health care Providers are subject to various Laws and regulations pertaining to privacy of health information, including, without limitation, the following:

## 1. Federal Laws and Regulations

- HIPAA
- The Health Information Technology for Economic and Clinical Health Act (HITECH)
- 42 C.F.R. Part 2
- Medicare and Medicaid Laws
- The Affordable Care Act

## 2. State Medical Privacy Laws and Regulations.

Providers should be aware that HIPAA provides a floor for patient privacy, but that State Laws should be followed in certain situations, especially if the State Law is more stringent than HIPAA. Providers should consult with their own legal counsel to address their specific situation.

## Uses and Disclosure of PHI

Member and patient PHI should only be used or disclosed as permitted or required by applicable Law. Under HIPAA, a Provider may use and disclose PHI for their own treatment, payment, and health care operations activities (TPO) without the consent or authorization of the patient who is the subject of the PHI. Uses and disclosures for TPO apply not only to the Provider's own TPO activities, but also for the TPO of another covered entity<sup>1</sup>. Disclosure of PHI by one covered entity to another covered entity, or health care Provider, for the recipient's TPO is specifically permitted under HIPAA in the following situations:

1. A covered entity may disclose PHI to another covered entity or a health care Provider for the payment activities of the recipient. Please note that "payment" is a defined term under the HIPAA Privacy Rule that includes, without limitation, utilization review activities, such as preauthorization of services, concurrent review, and retrospective review of "services"<sup>2</sup>.
2. A covered entity may disclose PHI to another covered entity for the health care operations activities of the covered entity that receives the PHI, if each covered entity either has or had a relationship with the individual who is the subject of the PHI being requested, the PHI pertains to such relationship, and the disclosure is for the following health care operations activities:
  - Quality Improvement
  - Disease Management
  - Case Management and Care Coordination
  - Training Programs
  - Accreditation, Licensing, and Credentialing

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<sup>1</sup>See, Sections 164.506(c) (2) & (3) of the HIPAA Privacy Rule.

<sup>2</sup>See the definition of Payment, Section 164.501 of the HIPAA Privacy Rule



Importantly, this allows Providers to share PHI with Passport for our health care operations activities, such as HEDIS® and Quality Improvement.

### Confidentiality of Substance Use Disorder Patient Records

Federal Confidentiality of Substance Use Disorder Patients Records regulations apply to any entity or individual providing federally-assisted alcohol or drug abuse prevention treatment. Records of the identity, diagnosis, prognosis, or treatment of any patient which are maintained in connection with substance use disorder treatment or programs are confidential and may be disclosed only as permitted by 42 CFR Part 2. Although HIPAA protects substance use disorder information, the Federal Confidentiality of Substance Use Disorder Patients Records regulations are more restrictive than HIPAA and they do not allow disclosure without the Member's written consent except as set forth in 42 CFR Part 2.

### Inadvertent Disclosures of PHI

Passport may, on occasion, inadvertently misdirect or disclose PHI pertaining to Passport Member(s) who are not the patients of the Provider. In such cases, the Provider shall return or securely destroy the PHI of the affected Passport Members in order to protect their privacy. The Provider agrees to not further use or disclose such PHI and further agrees to provide an attestation of return, destruction and non-disclosure of any such misdirected PHI upon the reasonable request of Passport.

### Written Authorizations

Uses and disclosures of PHI that are not permitted or required under applicable Law require the valid written authorization of the patient. Authorizations should meet the requirements of HIPAA and applicable State Law.

### Patient Rights

Patients are afforded various rights under HIPAA. Passport Providers must allow patients to exercise any of the below-listed rights that apply to the Provider's practice:

- 1. Notice of Privacy Practices**  
Providers that are covered under HIPAA and that have a direct treatment relationship with the patient should provide patients with a notice of privacy practices that explains the patient's privacy rights and the process the patient should follow to exercise those rights. The Provider should obtain a written acknowledgment that the patient received the notice of privacy practices.
- 2. Requests for Restrictions on Uses and Disclosures of PHI**  
Patients may request that a health care Provider restrict its uses and disclosures of PHI. The Provider is not required to agree to any such request for restrictions.
- 3. Requests for Confidential Communications**

Patients may request that a health care Provider communicate PHI by alternative means or at alternative locations. Providers must accommodate reasonable requests by the patient.

**4. Requests for Patient Access to PHI**

Patients have a right to access their own PHI within a Provider's designated record set. Personal representatives of patients have the right to access the PHI of the subject patient. The designated record set of a Provider includes the patient's medical record, as well as billing and other records used to make decisions about the Member's care or payment for care.

**5. Request to Amend PHI**

Patients have a right to request that the Provider amend information in their designated record set.

**6. Request Accounting of PHI Disclosures**

Patients may request an accounting of disclosures of PHI made by the Provider during the preceding six year period. The list of disclosures does not need to include disclosures made for treatment, payment, or health care operations or made prior to April 14, 2003.

## HIPAA Security

Providers must implement and maintain reasonable and appropriate safeguards to protect the confidentiality, availability and integrity of Passport Member and patient PHI. As more Providers implement electronic health records, Providers need to ensure that they have implemented and maintain appropriate cybersecurity measures. Providers should recognize that identity theft – both financial and medical – is a rapidly growing problem and that their patients trust their health care Providers to keep their most sensitive information private and confidential.

Medical identity theft is an emerging threat in the health care industry. Medical identity theft occurs when someone uses a person's name and sometimes other parts of their identity – such as health insurance information – without the person's knowledge or consent to obtain health care services or goods. Medical identity theft frequently results in erroneous entries being put into existing medical records. Providers should be aware of this growing problem and report any suspected fraud to Passport.

## HIPAA Transactions and Code Sets

Passport strongly supports the use of electronic transactions to streamline health care administrative activities. Passport Providers are encouraged to submit Claims and other transactions to Passport using electronic formats. Certain electronic transactions in health care are subject to HIPAA's Transactions and Code Sets Rule including, but not limited to, the following:

- Claims and Encounters
- Member eligibility status inquiries and responses

- Claims status inquiries and responses
- Authorization requests and responses
- Remittance advices

Passport is committed to complying with all HIPAA Transaction and Code Sets standard requirements. Providers should refer to Passport’s website at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) for additional information regarding HIPAA standard transactions.

1. Click on the area titled “I’m a Health Care Professional”
2. Click the tab titled “HIPAA”
3. Click on the tab titled “HIPAA Transactions” or “HIPAA Code Sets”

### Code Sets

HIPAA regulations require that only approved code sets may be used in standard electronic transactions.

### National Provider Identifier (NPI)

Providers must comply with the National Provider Identifier (NPI) Rule promulgated under HIPAA. The Provider must obtain an NPI from the National Plan and Provider Enumeration System (NPPES) for itself or for any subparts of the Provider. The Provider must report its NPI and any subparts to Passport and to any other entity that requires it. Any changes in its NPI or subparts information must be reported to NPPES within 30 days and should also be reported to Passport within 30 days of the change. Providers must use their NPI to identify it on all electronic transactions required under HIPAA and on all Claims and Encounters submitted to Passport.

### Additional Requirements for Delegated Providers

Providers that are delegated for Claims and Utilization Management activities are the “business associates” of Passport. Under HIPAA, Passport must obtain contractual assurances from all business associates that they will safeguard Member PHI. Delegated Providers must agree to various contractual provisions required under HIPAA’s Privacy and Security Rules.

### Reimbursement for Copies of PHI

Passport does not reimburse Providers for copies of PHI related to our Members. These requests may include, although are not limited to, the following purposes:

- Utilization Management
- Care Coordination and/or Complex Medical Care Management Services
- Claims Review
- Resolution of an Appeal and/Grievance
- Anti-Fraud Program Review
- Quality of Care Issues

- Regulatory Audits
- Risk Adjustment
- Treatment, Payment and/or Operation Purposes
- Collection of HEDIS® medical records

## Business Continuity Plan (BCP)

The Provider will have a documented Business Continuity Plan (BCP) to ensure continuation and recovery of services after a disruption occurs. The BCP will be updated at least annually and approved by the applicable designated representative.

The Provider Business Continuity Plan will include:

- Names and contact information for staff responsible for invoking and managing response and recovery
- Passport notification names and contact information
- Disaster declaration process
- Details of how the services will be recovered and restored
- Details of how the systems and applications supporting the services will be recovered and restored, including recovery of data

The Provider will notify Passport of a disruption to the services or activation of business continuity plans within two hours and will provide Passport with regular updates on the situation and actions taken to resolve the issue, until normal services have been resumed.

The Provider will ensure that its third-parties needed to deliver the services have appropriate Business Continuity Plans in place to prevent significant disruption to the services.

The Provider will test the BCP at least annually and document the test results. Provider will make available to Passport, upon request, the results of the most recent test including lessons learned and remediation plans.

The Provider will participate in Passport annual tests upon notification and mutual agreement.

After disruption to services, once normal service has been resumed, the Provider will promptly complete a root cause analysis report and provide it to Passport.

## Definitions

**Business Continuity Plan:** documented procedures that guide organizations to respond, recover, resume and restore to a pre-defined level of operations following a disruption.

**Disaster Recovery Plan:** a document that defines the resources, actions, tasks and data required to manage the technology recovery effort.

**Disaster Declaration:** criteria to declare a disaster and the staff authorized to invoke recovery plans to recover and restore Services.

## Cybersecurity Requirements

Note: This section (Cybersecurity Requirements) is only applicable to providers who are delegated providers and have been delegated by Passport to perform a health plan function.

1. Provider shall comply with the following requirements and permit Passport to audit such compliance as required by law or any enforcement agency.
2. The following terms are defined as follows:
  - I. “Consumer” means an individual who is a State resident, whose Nonpublic Information is in Passport’s possession, custody or control and which Provider maintains, processes, stores or otherwise has access to such Nonpublic Information.
  - II. “Cybersecurity Event” means any act or attempt, successful or, to the extent known by Provider, unsuccessful, to gain unauthorized access to, disrupt or misuse an Information System or Nonpublic Information stored on such Information System. The ongoing existence and occurrence of attempted but Unsuccessful Security Incidents shall not constitute a Cybersecurity Event under this definition. “Unsuccessful Security Incidents” are activities such as pings and other broadcast attacks on Provider’s firewall, port scans, unsuccessful log-on attempts, denials of service and any combination of the above, so long as no such incident results in unauthorized access, use or disclosure of Passport Nonpublic Information or sustained interruption of service obligations to Passport.
  - III. “Information System” or “Information Systems” means a discrete set of electronic information resources organized for the collection, processing, maintenance, use, sharing, dissemination or disposition of electronic Nonpublic Information, as well as any specialized system such as industrial or process controls systems, telephone switching and private branch exchange systems, and environmental control systems.
  - IV. “Nonpublic Information” means information that is not publicly available information and is one of the following:
    - (a) business related information of Passport the tampering with which, or unauthorized disclosure, access, or use of which, would cause a material adverse impact to the business, operations, or security of Passport;
    - (b) any information concerning a Consumer that because of the name, number, personal mark, or other identifier contained in the information can be used to identify such Consumer, in combination with any one or more of the following data elements:
      - (i) social security number;
      - (ii) driver’s license number, commercial driver’s license or state identification card number;
      - (iii) account number, credit or debit card number;

- (iv) security code, access code, or password that would permit access to a Consumer's financial account; or
- (v) biometric records;
- (c) any information or data, except age or gender, in any form or medium created by or derived from a health care provider or a Consumer, that can be used to identify a particular Consumer, and that relates to any of the following:
  - (i) the past, present, or future physical, mental or behavioral health or condition of a Consumer or a member of the Consumer's family;
  - (ii) the provision of health care to a Consumer; or
  - (iii) payment for the provision of health care to a Consumer.

V. "State" means the State of Kentucky.

3. Provider shall implement appropriate administrative, technical, and physical measures to protect and secure the Information Systems and Nonpublic Information, as defined herein, that are accessible to, or held by, the Provider. Implementation of the foregoing measures shall incorporate guidance issued by the State Department of Insurance, as appropriate.
4. Provider agrees to comply with all applicable laws governing Cybersecurity Events. Passport will decide on notification to affected Consumers or government entities. Upon Passport's prior written request, Provider agrees to assume responsibility for informing all such Consumers in accordance with applicable law.
5. In the event of a Cybersecurity Event, Provider shall notify Passport's Chief Information Security Officer of such Cybersecurity Event by telephone and email (as provided below) as promptly as possible, but in no event later than seventy-72 hours from a determination that a Cybersecurity Event has occurred. A follow-up notification shall be provided by mail, at the address indicated below.

Notification to Passport's Chief Information Security Officer shall be provided to:

Passport Chief Information Security Officer  
 Telephone: 844-821-1942  
 Email: [CyberIncidentReporting@molinahealthcare.com](mailto:CyberIncidentReporting@molinahealthcare.com)  
 Passport Chief Information Security Officer  
 Passport Health Plan by Molina Healthcare  
 200 Oceangate Blvd., Suite 100  
 Long Beach, CA 90802

6. Upon Provider's notification to Passport of a determination of a Cybersecurity Event, Provider must promptly provide Passport any documentation required and requested by Passport to complete an investigation, or, upon written request by Passport, Provider shall complete an investigation pursuant to the following requirements:
  - (a) determine whether a Cybersecurity Event occurred;
  - (b) assess the nature and scope of the Cybersecurity Event;
  - (c) identify Nonpublic Information that may have been involved in the Cybersecurity Event; an

- (d) perform or oversee reasonable measures to restore the security of the Information Systems compromised in the Cybersecurity Event to prevent further unauthorized acquisition, release, or use of the Nonpublic Information.
7. Provider shall maintain records concerning all Cybersecurity Events for a period of at least five years from the date of the Cybersecurity Event or such longer period as required by applicable laws and produce those records upon request of Passport.
8. Provider must provide to Passport the documentation required and requested by Passport in electronic form. Provider shall have a continuing obligation to update and supplement the initial and subsequent notifications to Passport concerning the Cybersecurity Event. The information provided to Passport in the initial and subsequent notices must include as much of following information known to Provider at the time of the notification:
- (a) the date of the Cybersecurity Event;
  - (b) a description of how the information was exposed, lost, stolen, or breached, including the specific roles and responsibilities of Provider, if any;
  - (c) how the Cybersecurity Event was discovered;
  - (d) whether any lost, stolen, or breached information has been recovered and if so, how this was done;
  - (e) the identity of the source of the Cybersecurity Event;
  - (f) whether Provider has filed a police report or has notified any regulatory, governmental or law enforcement agencies and, if so, when such notification was provided;
  - (g) a description of the specific types of information acquired without authorization, which means particular data elements including, for example, types of medical information, types of financial information, or types of information allowing identification of the Consumer;
  - (h) the period during which the Information System was compromised by the Cybersecurity Event;
  - (i) the number of total Consumers in the State affected by the Cybersecurity Event;
  - (j) the results of any internal review identifying a lapse in either automated controls or internal procedures, or confirming that all automated controls or internal procedures were followed;
  - (k) a description of efforts being undertaken to remediate the situation which permitted the Cybersecurity Event to occur;
  - (l) a copy of Provider's privacy policy and if requested by Passport, the steps that Provider will take to notify Consumers affected by the Cybersecurity Event; and
  - (m) the name of a contact person who is both familiar with the Cybersecurity Event and authorized to act on behalf of Provider.

In the event provisions of this Section conflict with provisions of any other agreement between Passport and Provider, the stricter of the conflicting provisions will control.

## 13. CLAIMS AND COMPENSATION

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<b>Payer ID</b>	<b>61325</b>
<b>Provider Portal</b>	<a href="https://www.availity.com">Availity.com</a>
<b>Clean Claim Timely Filing</b>	<b>365 calendar days</b>

### Electronic Claims Submission

Passport strongly encourages participating Providers to submit Claims electronically, including secondary Claims. Electronic Claims submission provides significant benefits to the Provider including:

- Helps to reduce operation costs associated with paper Claims (printing, postage, etc.).
- Increases accuracy of data and efficient information delivery.
- Reduces Claim delays since errors can be corrected and resubmitted electronically.
- Eliminates mailing time and Claims reach Passport faster.

**Passport offers the following electronic Claims submission options:**

- Submit Claims directly to Passport via the [Provider Portal](#).
- Submit Claims to Passport via your regular EDI clearinghouse using payer ID 61325.

### Provider Portal

The Provider Portal is a no cost online platform that offers a number of Claims processing features:

- Submit Professional (CMS1500) and Institutional (UB04) Claims with attached files
- Correct/Void Claims
- Add attachments to previously submitted Claims
- Check Claims status
- View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)
- Create and manage Claim Templates
- Create and submit a Claim Appeal with attached files

### Clearinghouse

Passport uses Change Healthcare as its gateway clearinghouse. Change Healthcare has relationships with hundreds of other clearinghouses. Typically, Providers can continue to submit Claims to their usual clearinghouse.

Passport accepts EDI transactions through our gateway clearinghouse for Claims via the 837P for Professional and 837I for institutional. It is important to track your electronic transmissions using your acknowledgement reports. The reports assure Claims are received for processing in a timely manner.



### **When your Claims are filed via a Clearinghouse:**

- You should receive a 999 acknowledgement from your clearinghouse.
- You should also receive 277CA response file with initial status of the Claims from your clearinghouse.
- You should contact your local clearinghouse representative if you experience any problems with your transmission.

### **EDI Claims Submission Issues**

Providers who are experiencing EDI Submission issues should work with their clearinghouse to resolve this issue. If the Provider's clearinghouse is unable to resolve, the Provider may email Passport at [EDI.Claims@MolinaHealthcare.com](mailto:EDI.Claims@MolinaHealthcare.com) for additional support.

### **Timely Claim Filing**

Provider shall promptly submit to Passport Claims for Covered Services rendered to Members. All Claims shall be submitted in a form acceptable to and approved by Passport and shall include all medical records pertaining to the Claim if requested by Passport or otherwise required by Passport's policies and procedures. Claims must be submitted by Provider to Passport within 365 calendar days after the discharge for inpatient services or the Date of Service for outpatient services. If Passport is not the primary payer under coordination of benefits or third party liability, Provider must submit Claims to Passport within 30 calendar days after final determination by the primary payer. Except as otherwise provided by Law or provided by Government Program requirements, any Claims that are not submitted to Passport within these timelines shall not be eligible for payment and Provider hereby waives any right to payment.

### **Claim Submission**

Participating Providers are required to submit Claims to Passport with appropriate documentation. Providers must follow the appropriate State and CMS Provider billing guidelines. Providers must utilize electronic billing through a clearinghouse or the Provider Portal whenever possible and use current HIPAA compliant ANSI X 12N format (e.g., 837I for institutional Claims, 837P for professional Claims, and 837D for dental Claims). For Members assigned to a delegated medical group/IPA that processes its own Claims, please verify the Claim submission instructions on the Member's Passport ID card.

Providers must bill Passport for services with the most current CMS approved diagnostic and procedural coding available as of the date the service was provided, or for inpatient facility Claims, the date of discharge.

## National Provider Identifier (NPI)

A valid NPI is required on all Claim submissions. Providers must report any changes in their NPI or subparts to Passport as soon as possible, not to exceed 30 calendar days from the change.

### Required Elements

The following information must be included on every Claim:

- Member name, date of birth and Passport Member ID number.
- Member's gender.
- Member's address.
- Date(s) of service.
- Valid International Classification of Diseases diagnosis and procedure codes.
- Valid revenue, CPT or HCPCS for services or items provided.
- Valid Diagnosis Pointers.
- Total billed charges.
- Place and type of service code.
- Days or units as applicable (anesthesia Claims require minutes).
- Provider tax identification number (TIN).
- 10-digit National Provider Identifier (NPI).
- Rendering Provider name as applicable.
- Billing/Pay-to Provider name and billing address.
- Place of service and type (for facilities).
- Disclosure of any other health benefit plans.
- E-signature.
- Service Facility Location information.

Inaccurate, incomplete, or untimely submissions and re-submissions may result in denial of the Claim.

### Paper Claim Submissions

Participating Providers should submit Claims electronically. If electronic Claim submission is not possible, please submit paper Claims to the following address:

Passport Health Plan by Molina Healthcare  
PO Box 43433  
Louisville, KY 40253

Please keep the following in mind when submitting paper Claims:

- Paper Claims should be submitted on original red colored CMS 1500 Claims forms.
- Paper Claims must be printed, using black ink.

## Corrected Claim Process

Providers may correct any necessary field of the CMS-1500 and UB-04 forms.

Corrected Claims may be submitted electronically via EDI, the Provider Portal.

All Corrected Claims:

- Must be free of handwritten or stamped verbiage (paper Claims).
- Must be submitted on a standard red and white UB-04 or CMS-1500 Claim form (paper Claims).
- Original Claim number must be inserted in field 64 of the UB-04 or field 22 of the CMS-1500 of the paper Claim, or the applicable 837 transaction loop for submitting corrected claims electronically.
- The appropriate frequency code/resubmission code must also be billed in field 4 of the UB-04 and 22 of the CMS-1500.

Note: The frequency/resubmission codes can be found in the NUCC (National Uniform Claim Committee) manual for CMS-1500 Claim forms or the UB Editor (Uniform Billing Editor) for UB-04 Claim forms.

Corrected Claims must be sent within 365 calendar days from date of service or discharge.

## EDI (Clearinghouse) Submission

### 837P

- In the 2300 Loop, the CLM segment (Claim information) CLM05-3 (Claim frequency type code) must indicate one of the following qualifier codes:
  - “1”-ORIGINAL (initial Claim)
  - “7”-REPLACEMENT (replacement of prior Claim)
  - “8”-VOID (void/cancel of prior Claim)
- In the 2300 Loop, the REF \*F8 segment (Claim information) must include the original reference number (Internal Control Number/Document Control Number ICN/DCN).

### 837I

- Bill type for UB Claims are billed in loop 2300/CLM05-1. In Bill Type for UB, the “1” “7” or “8” goes in the third digit for “frequency”.
- In the 2300 Loop, the REF \*F8 segment (Claim information) must include the original reference number (Internal Control Number/Document Control Number ICN/DCN).

## Coordination of Benefits (COB) and Third Party Liability (TPL)

For Members enrolled in a Passport Marketplace plan, Passport and/or contracted Medical Groups/IPAs are financially responsible for the care provided to these

Members. Passport Marketplace will pay Claims for Covered Services, however if COB/TPL is determined post payment, Passport Marketplace will attempt to recover any Overpayments.

## Hospital-Acquired Conditions and Present on Admission Program

The Deficit Reduction Act of 2005 (DRA) mandated that Medicare establish a program that would modify reimbursement for fee for service beneficiaries when certain conditions occurred as a direct result of a hospital stay that could have been reasonably prevented by the use of evidenced-based guidelines. CMS titled the program “Hospital-Acquired Conditions and Present on Admission Indicator Reporting” (HAC and POA).

The following is a list of CMS Hospital Acquired Conditions. CMS reduces payment for hospitalizations complicated by these categories of conditions that were not present on admission (POA):

- 1) Foreign Object Retained After Surgery
- 2) Air Embolism
- 3) Blood Incompatibility
- 4) Stage III and IV Pressure Ulcers
- 5) Falls and Trauma
  - a) Fractures
  - b) Dislocations
  - c) Intracranial Injuries
  - d) Crushing Injuries
  - e) Burn
  - f) Other Injuries
- 6) Manifestations of Poor Glycemic Control
  - a) Hypoglycemic Coma
  - b) Diabetic Ketoacidosis
  - c) Non-Ketotic Hyperosmolar Coma
  - d) Secondary Diabetes with Ketoacidosis
  - e) Secondary Diabetes with Hyperosmolarity
- 7) Catheter-Associated Urinary Tract Infection (UTI)
- 8) Vascular Catheter-Associated Infection
- 9) Surgical Site Infection Following Coronary Artery Bypass Graft – Mediastinitis
- 10) Surgical Site Infection Following Certain Orthopedic Procedures:
  - a) Spine
  - b) Neck
  - c) Shoulder
  - d) Elbow
- 11) Surgical Site Infection Following Bariatric Surgery Procedures for Obesity
  - a) Laparoscopic Gastric Restrictive Surgery
  - b) Laparoscopic Gastric Bypass
  - c) Gastroenterostomy
- 12) Surgical Site Infection Following Placement of Cardiac Implantable Electronic Device (CIED)

- 13) Iatrogenic Pneumothorax with Venous Catheterization
- 14) Deep Vein Thrombosis (DVT)/Pulmonary Embolism (PE) Following Certain Orthopedic Procedures
  - a) Total Knee Replacement
  - b) Hip Replacement

### What this means to Providers

- Acute IPPS Hospital Claims will be returned with no payment if the POA indicator is coded incorrectly or missing.
- No additional payment will be made on IPPS hospital Claims for conditions that are acquired during the patient's hospitalization.

If you would like to find out more information regarding the Medicare HAC/POA program, including billing requirements, the following CMS site provides further information: [cms.hhs.gov/HospitalAcqCond/](https://cms.hhs.gov/HospitalAcqCond/)

### Passport Coding Policies and Payment Policies

Frequently requested information on Molina's Coding Policies and Payment Policies is available on the [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) website under the Policies tab. Questions can be directed to your Provider Services representative.

### Reimbursement Guidance and Payment Guidelines

Providers are responsible for submission of accurate Claims. Passport requires coding of both diagnoses and procedures for all Claims. The required coding schemes are the International Classification of Diseases, 10th Revision, Clinical Modification ICD-10-CM for diagnoses. For procedures, the Healthcare Common Procedure Coding System, Current Procedural Terminology Level 1 (CPT codes), Level 2 and 3 (HCPCS codes) are required for professional and outpatient Claims. Inpatient hospital Claims require ICD-10-PCS (International Classification of Diseases, 10<sup>th</sup> Revision, Procedure Coding System). Furthermore, Passport requires that all Claims be coded in accordance with the HIPAA transaction code set guidelines and follow the guidelines within each code set.

Passport utilizes a Claims adjudication system that encompasses edits and audits that follow Federal requirements as well as administers payment rules based on generally accepted principles of correct coding. These payment rules include, but are not limited to, the following:

- Manuals and Relative Value Unit (RVU) files published by the Centers for Medicare & Medicaid Services (CMS), including:
  - National Correct Coding Initiative (NCCI) edits, including procedure-to-procedure (PTP) bundling edits and Medically Unlikely Edits (MUE). If a professional organization has a more stringent/restrictive standard than a Federal MUE the professional organization standard may be used.
  - Medicare National Coverage Determinations (NCD).

- Medicare Local Coverage Determinations (LCD).
- CMS Physician Fee Schedule RVU indicators.
- Current Procedural Technology (CPT) guidance published by the American Medical Association (AMA).
- ICD-10 guidance published by the National Center for Health Statistics.
- Other coding guidelines published by industry-recognized resources.
- Payment policies based on professional associations or other industry-recognized guidance for specific services. Such payment policies may be more stringent than Federal guidelines.
- Passport policies based on the appropriateness of health care and medical necessity.
- Payment policies published by Passport.

## Telehealth Claims and Billing

Providers must follow CMS guidelines as well as State-level requirements.

All telehealth Claims for Passport Members must be submitted to Passport with correct codes for the plan type. Use the telehealth Place of Service (POS) Code 02, which certifies that the service meets the telehealth requirements. By coding and billing a place of service 02 with a covered telehealth procedure code, the Provider is certifying the Member was present at an eligible originating site when the telehealth services were performed. Modifier GQ/GT/95 is required when applicable. GQ represents services provided not in real time such as remote patient monitoring or “store and forward” of information like photographs. GT represents services provided in real time (such as through video consultations). Modifier 95 is used for commercial insurance in place of GT for a set of specific E&M codes as Medicare limits originating site to rural areas. Place of service 02 (telehealth) indicates that telehealth was the place of service. Qualifying telehealth units of service for an originating site must be billed with Q3014 for reimbursement of facility fee.

## National Correct Coding Initiative (NCCI)

CMS has directed all Federal agencies to implement NCCI as policy in support of Section 6507 of the Patient Affordable Care Act. Passport uses NCCI standard payment methodologies.

NCCI Procedure to Procedure edits prevent inappropriate payment of services that should not be bundled or billed together and to promote correct coding practices. Based on NCCI Coding Manual and CPT guidelines, some services/procedures performed in conjunction with an evaluation and management (E&M) code will bundle into the procedure when performed by the same physician and separate reimbursement will not be allowed if the sole purpose for the visit is to perform the procedures. NCCI editing also includes Medically Unlikely Edits (MUE) which prevent payment for an inappropriate number/quantity of the same service on a single day. An MUE for a HCPCS/CPT code is the maximum number of units of service under most

circumstances reportable by the same Provider for the same patient on the same date of service. Providers must correctly report the most comprehensive CPT code that describes the service performed, including the most appropriate modifier when required.

## General Coding Requirements

Correct coding is required to properly process Claims. Passport requires that all Claims be coded in accordance with the HIPAA transaction code set guidelines and follow the guidelines within each code set.

### CPT and HCPCS Codes

Codes must be submitted in accordance with the chapter and code-specific guidelines set forth in the current/applicable version of the AMA CPT and HCPCS codebooks. In order to ensure proper and timely reimbursement, codes must be effective on the date of service (DOS) for which the procedure or service was rendered and not the date of submission.

### Modifiers

Modifiers consist of two alphanumeric characters and are appended to HCPCS/CPT codes to provide additional information about the services rendered. Modifiers may be appended only if the clinical circumstances justify the use of the modifier(s). For example, modifiers may be used to indicate whether a:

- Service or procedure has a professional component
- Service or procedure has a technical component
- Service or procedure was performed by more than one physician
- Unilateral procedure was performed
- Bilateral procedure was performed
- Service or procedure was provided more than once
- Only part of a service was performed

For a complete listing of modifiers and their appropriate use, consult the AMA CPT and the HCPCS code books.

### ICD-10-CM/PCS Codes

Passport utilizes International Classification of Diseases, 10<sup>th</sup> Revision, Clinical Modification (ICD-10-CM) and International Classification of Diseases 10<sup>th</sup> Revision, Procedure Coding System (ICD-10-PCS) billing rules and will deny Claims that do not meet Passport's ICD-10 Claim Submission Guidelines. To ensure proper and timely reimbursement, codes must be effective on the dates of service (DOS) for which the procedure or service was rendered and not the date of submission. Refer to the ICD-10 CM/PCS Official Guidelines for Coding and Reporting on the proper assignment of principal and additional diagnosis codes.

## Place of Service (POS) Codes

Place of Service Codes (POS) are two-digit codes placed on health care professional Claims (CMS 1500) to indicate the setting in which a service was provided. CMS maintains POS codes used throughout the health care industry. The POS should be indicative of where that specific procedure/service was rendered. If billing multiple lines, each line should indicate the POS for the procedure/service on that line.

## Type of Bill

Type of bill is a four-digit alphanumeric code that gives three specific pieces of information after the first digit, a leading zero. The second digit identifies the type of facility. The third classifies the type of care. The fourth indicates the sequence of this bill in this particular episode of care, also referred to as a “frequency” code. For a complete list of codes, reference the National Uniform Billing Committee’s (NUBC) Official UB-04 Data Specifications Manual.

## Revenue Codes

Revenue codes are four-digit codes used to identify specific accommodation and/or ancillary charges. There are certain revenue codes that require CPT/HCPCS codes to be billed. For a complete list of codes, reference the NUBC’s Official UB-04 Data Specifications Manual.

## Diagnosis Related Group (DRG)

Facilities contracted to use DRG payment methodology submit Claims with DRG coding. Claims submitted for payment by DRG must contain the minimum requirements to ensure accurate Claim payment.

Passport processes DRG Claims through DRG software. If the submitted DRG and system-assigned DRG differ, the Passport-assigned DRG will take precedence. Providers may appeal with medical record documentation to support the ICD-10-CM principal and secondary diagnoses (if applicable) and/or the ICD-10-PCS procedure codes (if applicable). If the Claim cannot be grouped due to insufficient information, it will be denied and returned for lack of sufficient information.

## National Drug Code (NDC)

The 11-digit National Drug Code number (NDC) must be reported on all professional and outpatient Claims when submitted on the CMS-1500 Claim form, UB-04 or its electronic equivalent.

Providers will need to submit Claims with both HCPCS and NDC codes with the exact NDC that appears on the medication packaging in the 5-4-2 digit format (i.e., xxxxx-xxxx-xx) as well as the NDC units and descriptors. Claims submitted without the NDC number will be denied.



## Coding Sources

### Definitions

CPT – Current Procedural Terminology 4th Edition; an American Medical Association (AMA) maintained uniform coding system consisting of descriptive terms and codes that are used primarily to identify medical services and procedures furnished by physicians and other health care professionals. There are three types of CPT codes:

- Category I Code – Procedures/Services
- Category II Code – Performance Measurement
- Category III Code – Emerging Technology

HCPCS – HealthCare Common Procedural Coding System; a CMS maintained uniform coding system consisting of descriptive terms and codes that are used primarily to identify procedure, supply and durable medical equipment codes furnished by physicians and other health care professionals.

ICD-10-CM – International Classification of Diseases, 10th revision, Clinical Modification ICD-10-CM diagnosis codes are maintained by the National Center for Health Statistics, Centers for Disease Control (CDC) within the Department of Health and Human Services (HHS).

ICD-10-PCS - International Classification of Diseases, 10th revision, Procedure Coding System used to report procedures for inpatient hospital services.

### Claim Auditing

Passport shall use established industry Claims adjudication and/or clinical practices, State and Federal guidelines, and/or Passport's policies and data to determine the appropriateness of the billing, coding and payment.

Provider acknowledges Passport's right to conduct pre and post-payment billing audits. Provider shall cooperate with Passport's Special Investigations Unit and audits of Claims and payments by providing access at reasonable times to requested Claims information, all supporting medical records, Provider's charging policies, and other related data as deemed relevant to support the transactions billed. Providers are required to submit, or provide access to, medical records upon Passport's request. Failure to do so in a timely manner may result in an audit failure and/or denial, resulting in an overpayment.

In reviewing medical records for a procedure, Passport may select a statistically valid random sample, or smaller subset of the statistically valid random sample. This gives an estimate of the proportion of Claims that Passport paid in error. The estimated proportion, or error rate, may be projected across all Claims to determine the amount of overpayment.

Provider audits may be telephonic, an on-site visit, internal Claims review, client-directed/regulatory investigation and/or compliance reviews and may be vendor assisted. Passport asks that you provide us, or our designee, during normal business hours, access to examine, audit, scan and copy any and all records necessary to determine compliance and accuracy of billing.

If Passport's Special Investigations Unit suspects that there is fraudulent or abusive activity, we may conduct an on-site audit without notice. Should you refuse to allow access to your facilities, Passport reserves the right to recover the full amount paid or due to you.

## Timely Claim Processing

Claims processing will be completed for contracted Providers in accordance with the timeliness provisions set forth in the Provider's contract. Unless the Provider and Passport or contracted medical group/IPA have agreed in writing to an alternate schedule, Passport will process the Claim for service within 30 days after receipt of Clean Claims.

The receipt date of a Claim is the date Passport receives notice of the Claim.

## Electronic Claim Payment

Participating Providers are required to enroll for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). Providers who enroll in EFT payments will automatically receive ERAs as well. EFT/ERA services allow Providers to reduce paperwork, provides searchable ERAs, and Providers receive payment and ERA access faster than the paper check and RA processes. There is no cost to the Provider for EFT enrollment, and Providers are not required to be in-network to enroll. Passport uses a vendor to facilitate the HIPAA compliant EFT payment and ERA delivery. Additional information about EFT/ERA is available at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) or by contacting our Provider Services department.

## Overpayments and Incorrect Payments Refund Requests

If, as a result of retroactive review of Claim payment, Passport determines that it has made an Overpayment to a Provider for services rendered to a Member, it will make a claim for such Overpayment. Providers will receive an Overpayment Request Letter if the Overpayment is identified in accordance with State and CMS guidelines. Providers will be given the option to either:

1. Submit a refund to satisfy overpayment,
2. Submit request to offset from future claim payments, or
3. Dispute overpayment findings.

Instructions will be provided on the Overpayment Notice and Overpayments will be adjusted and reflected in your remittance advice. The letter timeframes are Passport

standards and may vary depending on applicable state guidelines and contractual terms.

Overpayments related to TPL/COB will contain primary insurer information necessary for rebilling including the policy number, effective date, term date, and subscriber information. For Members with Commercial COB, Passport will provide notice within 270 days from the Claim's paid date if the primary insurer is a Commercial plan. For Members with Medicare COB Passport will provide notice within 540 days from the Claim's paid date if the primary insurer is a Medicare plan. A Provider may resubmit the Claim with an attached primary EOB after submission to the primary payer for payment. Passport will adjudicate the Claim and pay or deny the Claim in accordance with Claim processing guidelines.

A Provider shall pay a Claim for an Overpayment made by Passport which the Provider does not contest or dispute within the specified number of days on the refund request letter mailed to the Provider. If a Provider does not repay or dispute the overpaid amount within the timeframe allowed Passport may offset the overpayment amount(s) against future payments made to the Provider.

Payment of a claim for Overpayment is considered made on the date payment was received or electronically transferred or otherwise delivered to Passport, or the date that the Provider receives a payment from Passport that reduces or deducts the overpayment.

## Claim Disputes/Reconsiderations

Providers disputing a Claim previously adjudicated must request such action within 60 days of Passport's original remittance advice date. Regardless of type of denial/dispute (service denied, incorrect payment, administrative, etc.); all Claim disputes must be submitted on the Passport Claims Request for Reconsideration Form (CRRF) found on Provider website and the Provider Portal. The form must be filled out completely in order to be processed.

Additionally, the item(s) being resubmitted should be clearly marked as an appeal and must include the following documentation:

- Any documentation to support the adjustment and a copy of the Authorization form (if applicable) must accompany the reconsideration request.
- The Claim number clearly marked on all supporting documents.

Requests for Claims Disputes/Reconsiderations should be sent via the following methods:

- Provider Portal at [Availity.com](https://www.availity.com)
- Secure Email: [MHK\\_Provider\\_GnA@MolinaHealthcare.com](mailto:MHK_Provider_GnA@MolinaHealthcare.com)
- Fax: (866) 315-2572
- U.S. Mail at the following address:

Passport Health Plan by Molina Healthcare  
Attention: Provider Appeals and Grievances  
P.O. Box 7114  
London, KY 40742

**Please Note:** Requests for adjustments of Claims paid by a delegated medical group/IPA must be submitted to the group responsible for payment of the original Claim.

The Provider will be notified of Passport's decision in writing within 30 days of receipt of the Claims Dispute/Adjustment request.

## Balance Billing

The Provider is responsible for verifying eligibility and obtaining approval for those services that require prior authorization.

Providers agree that under no circumstance shall a Member be liable to the Provider for any sums that are the legal obligation of Passport to the Provider. Balance billing a Passport Member for Covered Services is prohibited, other than for the Member's applicable copayment, coinsurance and deductible amounts.

## Fraud and Abuse

Failure to report instances of suspected Fraud and Abuse is a violation of the Law and subject to the penalties provided by Law. Please refer to the Compliance section of this Provider Manual for more information.

## Encounter Data

Each Provider, capitated Provider or organization delegated for Claims processing is required to submit Encounter data to Passport for all adjudicated Claims. The data is used for many purposes, such as regulatory reporting, rate setting and risk adjustment, hospital rate setting, the Quality Improvement program and HEDIS® reporting.

Encounter data must be submitted at least weekly and within 30 days from the date of service in order to meet State and CMS encounter submission threshold and quality measures. Encounter data must be submitted via HIPAA compliant transactions, including the ANSI X12N 837I – Institutional, 837P – Professional, and 837D – Dental. Data must be submitted with Claims level detail for all non-institutional services provided.

Passport has a comprehensive automated and integrated Encounter data system capable of supporting all 837 file formats and proprietary formats if needed.

Providers must correct and resubmit any encounters which are rejected (non-HIPAA compliant) or denied by Passport. Encounters must be corrected and resubmitted within 15 days from the rejection/denial.

Passport has created 837P, 837I and 837D Companion Guides with the specific submission requirements available to Providers.

When Encounters are filed electronically Providers should receive two types of responses:

- First, Passport will provide a 999 acknowledgement of your transmission.
- Second, Passport will provide a 277CA response file for each transaction.

## **Passport's Marketplace Payment Rate**

Passport's Marketplace payment rate does not include any add on payments, adjustments or deductions that are only allowed for a Medicare Member, including but not limited to uncompensated disproportionate share hospital (DSH) payments, operating and capital DSH payments, operating and capital indirect medical education (IME) payments, direct graduate medical education expense payments, and deductions for sequestration.

## 14. COMPLAINTS, GRIEVANCE AND APPEALS PROCESS

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Passport Members or Member's authorized representatives have the right to file a grievance and submit an appeal through a formal process. All grievances and appeals must be submitted to Passport for resolution.

This section addresses the identification, review and resolution of Member grievances and appeals. Below is Passport's Complaints, Grievance and Appeals Process.

### Complaints

A complaint is any dissatisfaction with Passport any Participating Provider that is not related to the denial of health care services. Any concern submitted to the health plan from a provider expressing dissatisfaction and requesting action, such as an investigation. A provider grievance may fall into one of the following categories: Administrative, Contractual, Healthcare Delivery and Member Behavior. For example, a Provider may be dissatisfied with the authorization requirements of Passport Issues relating to the denial of health care services are Appeals and should be filed with Passport in the manner described in the Internal Appeals section below. All complaints will be responded to within 30 calendars of receipt by the Plan. This period may be extended if there is a delay in obtaining the documents or records that are necessary to resolve the complaint or if the Member and Passport agree in writing to extend the period. Passport will not take punitive action against any provider or member who files a grievance against the Plan.

### Provider Complaints

Phone: (800) 578-0775

Or mail written complaint to:

Passport Health Plan by Molina Healthcare  
Provider Appeals and Grievance  
PO Box 7114  
London, KY 40742

### Member Complaints

Members may call the following toll-free number for assistance:

Passport at (833) 644-1621, Monday through Friday, 8 a.m. to 6 p.m. ET. Deaf or hard of hearing, contact Passport by dialing 711 for the TTY/TDD Relay Service.

Members can also write to Passport at:

Passport Health Plan by Molina Health Care  
Attn: Member Appeals and Grievances  
5100 Commerce Crossing  
Louisville, KY 40229

Additional information can be found Passport's website at [PassportHealthplan.com/Marketplace](https://PassportHealthplan.com/Marketplace).

Members may also contact:

Kentucky Department of Insurance Division of Consumer Protection  
PO Box 517  
Frankfort, KY 40602

Tel: (800) 595-6053

## Internal Appeals and External Review

### Definitions

Adverse Benefit Determination – means a decision by Passport:

1. To deny, reduce, fail to provide, or terminate a requested health care service or payment in whole or in part, due to any of the following:
  - a. A determination that the health care service does not meet Passport's requirements for Medical Necessity, appropriateness, health care setting, level of care, or effectiveness, including Experimental or Investigational treatments;
  - b. A determination that a health care service is not a Covered Service;
  - c. The imposition of an exclusion source of injury, network, or any other limitation on benefits that would otherwise be covered.
2. Not to issue individual health insurance coverage to an applicant, including initial eligibility determinations;
3. To rescind coverage on a health benefit plan.

Final Adverse Benefit Determination – means an Adverse Benefit Determination that is upheld after the internal appeal process.

Urgent Care Service – means a medical service where the application of non-Urgent Care Service time frames:

- Could seriously jeopardize the Member's life, health, ability to regain maximum function, or the Member's unborn child; or,
- In the opinion of the treating physician, would subject the Member to severe pain that cannot be adequately managed without the care or treatment that is the subject of the Claim.

### Appointing a Representative

If the Member would like someone to act on the Member's behalf regarding a specific Claim or an appeal of an Adverse Benefit Determination the Member may appoint an

authorized representative or Passport participating Provider. Please send the Member's representative's name, address, and telephone contact information to:

Passport Health Plan by Molina Health Care  
Attn: Member Appeals and Grievances  
5100 Commerce Crossing  
Louisville, KY 40229

Tel: (833) 644-1621

Email: [MHK Enrollee Grievance and Appeals department at  
MHK\\_Enrollee\\_GnA@MolinaHealthcare.com](mailto:MHK_Enrollee_GnA@MolinaHealthcare.com)

The Member must pay the cost of anyone the Member hires to represent or help the Member.

A Provider can appeal on a Passport Member's behalf if the Member has agreed to treatment; Passport has received medical records from the Provider; and/or there is a history of paid Claims for services from the Provider.

Throughout this "Internal Appeals and External Review" section, any reference to the term "Member" and "Member's" may include the person or entity who initiated the request (including the Member's authorized representative).

### **Initial Denial Notices**

Notice of an Adverse Benefit Determination will be provided to the Member orally, by mail, postage prepaid, by FAX or by e-mail, as appropriate, within the time frames noted below.

An Adverse Benefit Determination notice will identify the Claim or authorization request involved, convey the specific reason for the Adverse Benefit Determination (including the denial code and its meaning), the specific product provisions upon which Passport bases the determination, and the contact information for the Kentucky Department of Insurance Division of Consumer Protection, which is available to assist the Member with the internal and external appeal processes. The notice will also include a description of any additional information necessary to perfect the Claim or request, and an explanation of why such information is necessary. The notice will disclose if any internal product rule, protocol, or similar criterion was relied upon to deny the Claim or request. Upon request, a copy of the rule, protocol, or similar criterion will be provided to the Member, free of charge. In addition to the information provided in the notice, the Member has the right to request the diagnosis and treatment codes and descriptions upon which the determination is based.

The notice will describe Passport's internal and external (standard and expedited) appeal procedures, the time limits applicable to such procedures following an Adverse Benefit Determination on review and include the release form authorizing Passport to disclose protected health information pertinent to an external review. It will also include



a description of the circumstances under which the Member does not have to exhaust (complete) the internal process or the internal process may be deemed exhausted.

If an Adverse Benefit Determination is based on Medical Necessity, Experimental or Investigational treatment or similar exclusion or limitation, then upon request, Passport will provide an explanation of the scientific or clinical basis for the determination, free of charge. The explanation will apply the terms of the product to the Member's medical circumstances.

In the case of an Adverse Benefit Determination involving an Urgent Care Service, the notice will provide a description of Passport's expedited review procedures, which Passport describes below.

### Internal Appeals-Member

The Member must appeal an Adverse Benefit Determination within 60 days after receiving written notice of the denial (or partial denial). The Member may appeal an Adverse Benefit Determination by means of written notice to Passport, in person, orally, or by mail, postage prepaid.

The request should include:

- The date of the request.
- The Member's name (please print or type).
- The date of the service Passport denied.
- The type of service including codes, if applicable.
- The Member's identification number Claim or request number, and Provider name as shown on the explanation of health care benefits, which the Member will automatically receive when Passport processes the Member's Claim or request.
- Medical/clinical information explaining why the Plan should provide the service.

The Member should keep a copy of the request for their records because no part of it can be returned to the Member. The Member may request an expedited internal appeal of an Adverse Benefit Determination involving an Urgent Care Service orally or in writing. In such case, all necessary information will be transmitted between Passport and the Member by telephone, FAX, or other available similarly expeditious method, to the extent permitted by applicable law.

Determination of appeals of Adverse Benefit Determinations will be conducted promptly, will not defer to the initial determination, and will not be made by the person who made the initial Adverse Benefit Determination or a subordinate of that person. The Member also has the right to request that the person performing the review must be in the same or similar specialty as the attending health care Provider. The determination will take into account all comments, documents, records, and other information submitted by the Member relating to the Claim or request.

On appeal, the Member may review relevant documents, request copies of any relevant information (which will be provided free of charge) and may submit issues and

comments in writing. Upon request, the Member may also discover the identity of medical or vocational experts whose advice was obtained on behalf of Passport in connection with the Adverse Benefit Determination being appealed, as permitted under applicable law.

If Passport bases the Adverse Benefit Determination in whole, or in part, upon a medical judgment, including determinations as to whether a particular treatment, drug, or other service is Experimental or Investigational, or not Medically Necessary or appropriate, the person deciding the appeal will consult with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment. The consulting health care professional will not be the same person who decided the initial appeal or a subordinate of that person.

If new or additional evidence is relied upon or if new or additional rationale is used during the internal appeal process, Passport will provide to the Member, free of charge, the evidence or rationale as soon as possible and in advance of the appeals decision in order to provide the Member a reasonable opportunity to respond. However, if Passport receives the new or additional evidence so late that it would be impossible to provide it to the Member in time for the Member to have a reasonable opportunity to respond, the period for providing notice of Passport's appeal decision will be tolled until the Member has a reasonable opportunity to respond. After the Member responds or has a reasonable opportunity to respond but fails to do so, Passport will notify the Member of Passport's decision as soon as reasonably possible, considering the medical circumstances.

The Member's coverage will remain in effect pending the outcome of the Member's internal appeal.

### Internal Appeals-Providers

A Provider may request an Appeal regarding medical necessity review, coverage issue, payment, or contractual issues by mailing, e-mailing, by secure Provider Portal online, or faxing an Appeal letter with a clear explanation why the Provider is filing an Appeal and an Appeal form available on Passport Provider site or Provider Portal with supporting documentation such as medical records within 60 calendar days of the written decision.

- Provider Portal at [Availity.com](https://www.availity.com)
- Secure Email: [MHK\\_Provider\\_GnA@MolinaHealthcare.com](mailto:MHK_Provider_GnA@MolinaHealthcare.com)
- Fax: (866) 315-2572
- U.S. Mail at the following address:

Passport Health Plan by Molina Healthcare  
Attention: Provider Appeals and Grievances  
P.O. Box 7114  
London, KY 40742

The request should include:

- The appeal form, properly filled out.
- The date of the request.
- The Member’s name (please print or type) and Plan ID number.
- The Providers name and NPI.
- The date of the service Passport denied.
- The claim number.
- The type of service including codes if applicable.
- Medical/clinical/information explaining why the Plan should reverse the denial the service.

### Time Periods for Decisions on Appeal

For appeals of Adverse Benefit Determinations, Passport will make decisions and provide notice of the decisions as follows.

### Time Frame for Responding to Appeal

Request Type	Time Frame for Decision
Pre-service Appeals	Passport will notify the Member in writing of Passport’s appeal decision as soon as practical, taking into account the medical circumstances, but not later than 30 calendar days after Passport’s receipt of the Member’s appeal.
Post-Service Appeals	Passport will notify the Member or Provider in writing of Passport’s appeal decision as soon as practical, but no later than 30 calendar days after Passport’s receipt of the appeal request.
Expedited Appeals (Urgent Care Service Decisions)	Passport will give the Member oral notice of Passport’s appeal decision as soon as possible, considering the medical circumstances, but not later than either of the following timeframes: <ul style="list-style-type: none"> <li>• 24 Hours of Passport’s receipt of appeal.</li> <li>• 24hours from Passport’s receipt of the Member’s appeal</li> </ul>

### Appeals Denial Notices

Notice of a Final Adverse Benefit Determination (including a partial denial) will be provided to the Member by mail, by FAX or by e-mail, as appropriate, within the time periods noted above.

A Final Adverse Benefit Determination will include:

- Sufficient information to identify the Claim or request involved.
- The specific reason or reasons for the Final Adverse Benefit Determination, including the denial code and its meaning.

- Reference to the specific product provision upon which the determination is based.
- A statement that the Member is entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Member's Claim or request for benefits.
- If Passport relied upon any internal Passport rule, protocol or similar criterion to deny the Claim or request, then a copy of the rule, protocol or similar criterion will be provided to the Member, free of charge, along with a discussion of Passport's decision.
- A statement of the Member's right to external review, a description of the standard and expedited external review process, and the forms for submitting an external review request, including release forms authorizing Passport to disclose protected health information pertinent to the external review.
- If Passport bases a Final Adverse Benefit Determination on Medical Necessity, Experimental or Investigational treatment or similar exclusion or limitation, the notice will provide an explanation of the scientific or clinical basis for the determination, free of charge. The explanation will apply the terms of this Agreement to the Member's medical circumstances.
- Notice of voluntary alternative dispute resolution options, as applicable.

The contact information for the director of the Kentucky Department of Insurance, which is available to assist with the internal and external appeal processes is as follows:

Kentucky Department of Insurance  
 Division of Consumer Protection  
 PO Box 517  
 Frankfort, KY 40602

In addition to the information provided in the notice, the Member has the right to request the diagnosis and treatment codes and descriptions upon which the determination is based.

### **Exhaustion of the Internal Claims and Appeals Processes**

A request for standard or expedited external review can't be made until the Member has exhausted (completed) Passport's internal Claims and appeals processes and received a Final Adverse Benefit Determination. However, in the following circumstances, the Member can request external review prior to exhausting Passport's internal processes:

- **Simultaneous Requests for Expedited Internal and External Reviews:** The Member may also request an expedited external review of an Adverse Benefit Determination involving an Urgent Care Service at the same time a request is made for an expedited internal appeal of an Adverse Benefit Determination if the Member's treating physician certifies that the Adverse Benefit Determination involves a medical condition that could seriously jeopardize the Member's life or health, or would jeopardize the Member's ability to regain maximum function, if treated after the time frame of an expedited internal appeal (i.e., 24-hours). The Member may not file a request for expedited external review unless the Member also files an expedited internal appeal.

- **Deemed Exhaustion:** If Passport does not adhere to the requirements outlined above, the internal Claims and appeals processes may be deemed exhausted and the Member may have the right to request external review or other remedies under State Law. If the internal processes are deemed exhausted, this is considered a Final Adverse Benefit Determination.

In order for the internal processes to be deemed exhausted, the Member needs to request a written explanation from Passport and Passport will respond in writing within 30 calendar days. The external reviewer Passport or court will review Passport's explanation along with the Member's request and make a determination of whether the internal processes are exhausted. If the Member's request is rejected, Passport will notify the Member within five calendar days. The Member will have the right to resubmit and pursue an internal appeal of the Adverse Benefit Determination. Time periods for refiling will begin to run upon the Member's receipt of that notice.

## External Review

### Understanding the External Review Process

After the Member receives a Final Adverse Benefit Determination or if the Member is otherwise permitted, as described above, the Member may request an external review if the Member believes that a health care service has been improperly denied, modified, or delayed on the grounds that the health care service does not meet Passport's requirements for Medical Necessity, appropriateness, health care setting, level of care, effectiveness of a covered benefit, or is Experimental or Investigational.

An external review will be conducted by an Independent Review Organization (IRO). Passport will not choose or influence the IRO's reviewers.

There are three types of IRO reviews: 1) standard external review, 2) expedited external review, and 3) external review of Experimental or Investigational treatment.

### Standard External Review

The IRO will provide the Member and Passport with written notice of its decision within 21 calendar days of its receipt of the Member's request for standard external review.

### Expedited External Review

An expedited review for urgent medical situations, including reviews of Experimental or Investigational treatment involving an urgent medical situation are normally completed within 24 hours and can be requested if any of the following applies:

- The Member's treating physician certifies that the Adverse Benefit Determination or Final Adverse Benefit Determination involves a medical condition that could seriously jeopardize the Member's life or health or would jeopardize the Member's ability to regain maximum function if treatment is delayed until after the time frame of an expedited internal appeal or a standard external review,

- The Adverse Benefit Determination or Final Adverse Benefit Determination concerns an admission, availability of care, continued stay, or health care service for which the Member received emergency services, but have not yet been discharged from a facility.

### External Review of Experimental and Investigational Treatment

Requests for standard or expedited external reviews that involve Adverse Benefit Determinations or Final Adverse Benefit Determinations that a treatment is Experimental or Investigational may proceed if the Member's treating physician, who must be a licensed physician qualified to practice in the area of medicine appropriate to treat the Member's condition, certifies:

- The Member has a life-threatening disease or seriously disabling condition; and,
- Medical and scientific evidence, using accepted protocols, shows that the requested health care service is more beneficial to the Member than any standard health care service covered by Passport, and the adverse risks of the requested health care service are not substantially greater than the standard health care service that is covered by Passport; and,
- One of the following:
  - Standard health care services have not been effective in improving the Member's condition;
  - Standard health care services are not medically appropriate for the Member; or,
  - No available standard health care service covered by Passport is more beneficial than the requested health care service.

### Request for External Review in General

- The Member must request a standard external review within 120 days or four months of the date of the notice of Adverse Benefit Determination or Final Adverse Benefit Determination issued by Passport. A request for an expedited external review has no filing deadline.
- All requests must be in writing.
- Passport will initiate the external review by notifying the Kentucky Department of Insurance, Division of Consumer Protection of the Member's request, which will assign the IRO to conduct the external review. For standard external review requests, Passport will notify the Member in writing of the assignment to an IRO.
- The notice will include the name and contact information for the assigned IRO for the purpose of submitting additional information.
- The notice will inform the Member that, within 10 business days after receipt of the notice, the Member may submit additional information in writing to the IRO for consideration in the review.
- Passport will also forward all documents and information used to make the Adverse Benefit Determination or Final Adverse Benefit Determination to the assigned IRO.
- For expedited requests, Passport will notify the Member as quickly as reasonably possible. The notice will provide the Member with the reason for the denial, notify the

Member of the director's availability to provide assistance, and provide his phone number and address.

- Passport will pay the costs of the external review

## IRO Assignment

When Passport initiates an external review, the Kentucky Department of Insurance will utilize an impartial and independent rotational system to assign the review to an accredited IRO that is qualified to conduct the review based on the type of health care service. Passport will verify that no conflict of interest exists with the IRO.

Kentucky Department of Insurance  
Division of Consumer Protection  
PO Box 517  
Frankfort, KY 40602

## IRO Review

- Within 21 business days after the IRO's receipt of the Member's request for standard external review, the IRO will determine whether the Member's request is eligible for external review and confirm that all information, forms and certifications were provided. The IRO will notify the Member immediately if additional information is required. If the Member's request is not accepted for standard external review, the IRO will provide the Member and Passport with written notice explaining the reason. The IRO will notify the Member and Passport if the Member's request is accepted for standard external review. This paragraph does not apply to expedited external reviews.
- If the IRO is reviewing an Adverse Benefit Determination or Final Adverse Benefit Determination involving an Experimental or Investigational treatment, the IRO will immediately select a clinical peer review panel to conduct the external review upon accepting the Member's request. The panel will be chosen by the IRO and will include experts on the treatment of the Member's condition and the requested health care service. Passport has the right to request that this panel include at least three health care professionals who meet these requirements. Each Member of the panel will provide the IRO with a written opinion of whether to uphold or reverse the Member's Adverse Benefit Determination or Final Adverse Benefit Determination.
- The external review decision will be based on the recommendation of the majority of the clinical peer reviewers.
- The IRO must forward, upon receipt, any additional information it receives from the Member to Passport. At any time, Passport may reconsider its Adverse Benefit Determination or Final Adverse Benefit Determination and provide coverage for the health care service. Reconsideration will not delay or terminate the external review. If Passport reverses the Adverse Benefit Determination or Final Adverse Benefit Determination, Passport will notify the Member and the assigned IRO of that decision within one day for a standard review, and as quickly as reasonably possible for an expedited review. Upon receipt of the notice of reversal by Passport the IRO will terminate the review.

- In addition to all documents and information considered by Passport in making the Adverse Benefit Determination, the IRO must consider things such as: the Member's medical records, the attending health care professional's recommendation, consulting reports from appropriate health care professionals, the terms of coverage under this Agreement, the most appropriate practice guidelines, clinical review criteria developed by Passport, and any additional information or documents that were submitted by the Member. If the review is involving an Experimental or Investigational treatment, the IRO will consider whether the requested health care service is approved by the Federal Food and Drug Administration, or whether medical and scientific evidence demonstrate that the expected benefits of the requested health care service are greater than the benefits covered by Passport and the adverse risks of the requested health care service are not substantially greater than Passport's covered services.
- The IRO will provide the Member and Passport with written notice of its decision within 21 calendar days of its receipt of the Member's request for a standard review. The IRO will provide the Member and Passport with notice of an expedited review decision within 24 hours of receipt by Passport of a request for an expedited review. The written notice will include the following information:
  - A general description of the reason for the request for external review. The date the independent review organization was assigned by the Kentucky Department of Insurance, Division of Consumer Protection, to conduct the external review.
  - The dates over which the external review was conducted.
  - The date on which the independent review organization's decision was made.
  - The principal reason for its decision.
  - The rationale for its decision.
  - References to the evidence or documentation, including any evidence-based standards, that was used or considered in reaching its decision.
  - The written opinions of the clinical peer review panel, if any.
  - If the IRO reverses the Adverse Benefit Determination or Final Adverse Benefit Determination, Passport will approve a covered benefit that was the subject of a standard request within 30 days of Passport's receipt of the notice from the IRO, and as quickly as reasonable possible for an expedited request, subject to applicable exclusions, limitations, or other provisions.

### **Binding Nature of External Review Decision**

- An external review decision is binding on Passport except to the extent Passport has other remedies available under State Law. The decision is also binding on the Member except to the extent that the Member has other remedies available under applicable State or Federal Law.
- The Member may not file a subsequent request for an external review involving the same Adverse Benefit Determination that was previously reviewed.

If the Member has Questions About their Rights or Need Assistance with the Internal Claims and Appeals or External Review Processes, the Member may contact:



Kentucky Department of Insurance  
Division of Consumer Protection  
PO Box 517  
Frankfort, KY 40602

Tel: (800) 595-6053

Online Complaint Form: [https://insurance.ky.gov/ppc/newstatic\\_info.aspx?static\\_id=1](https://insurance.ky.gov/ppc/newstatic_info.aspx?static_id=1)

## Reporting

Grievance and appeal trends are reported to the Quality Improvement Committee quarterly. This trend report includes a quantitative review of trends, qualitative or barriers analysis, and identification of interventions that address key drivers. An annual evaluation of grievance and appeal analysis is then completed and presented to the Quality Improvement Committee for evaluation. If required by the state or CMS, reporting is submitted to the Appropriate Agency as needed.

## Record Retention

Passport will maintain all grievance and related appeal documentation on file for a minimum of 10 years. In addition to the information documented electronically via Call Tracking in QNXT or maintained in other electronic files, Passport will retain copies of any written documentation submitted by the Provider pertaining to the grievance/appeal process. Provider shall maintain records for a period not less than 10 years from the termination of the Model Contract and retained further if the records are under review or audit until the review or audit is complete. (Provider shall request and obtain Health Plan's prior approval for the disposition of records if Agreement is continuous.)

## 15. CREDENTIALING AND RECREDENTIALING

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The purpose of the Credentialing Program is to assure Molina Healthcare, Inc. and its subsidiaries (Passport Health Plan by Molina Healthcare) network consists of quality Providers who meet clearly defined criteria and standards. It is the objective of Passport to provide superior health care to the community. Additional information is available in the Credentialing Policy and Procedure which can be requested by contacting your Passport Provider Services representative.

The decision to accept or deny a credentialing applicant is based upon primary source verification, secondary source verification and additional information as required. The information gathered is confidential and disclosure is limited to parties who are legally permitted to have access to the information under State and Federal Law.

The 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.

### Non-Discriminatory Credentialing and Recredentialing

Passport does not make credentialing and recredentialing decisions based on an applicant's race, ethnic/national identity, gender, gender identity, age, sexual orientation, ancestry, religion, marital status, health status, or patient types (e.g. Medicaid) in which the practitioner specializes. This does not preclude Passport from including in its network practitioners who meet certain demographic or specialty needs; for example, to meet cultural needs of Members.

### Types of Practitioners Credentialed & Recredentialed

Practitioners and groups of Practitioners with whom Passport contracts must be credentialed prior to the contract being implemented. Practitioner types requiring credentialing include but are not limited to:

- Acupuncturists
- Addiction medicine specialists
- Audiologists
- Behavioral healthcare practitioners who are licensed, certified or registered by the State to practice independently
- Chiropractors
- Clinical Social Workers
- Dentists
- Doctoral or master's-level psychologists
- Licensed/Certified Midwives (Non-Nurse)
- Massage Therapists
- Master's-level clinical social workers

- Master’s-level clinical nurse specialists or psychiatric nurse practitioners
- Medical Doctors (MD)
- Naturopathic Physicians
- Nurse Midwives
- Nurse Practitioners
- Occupational Therapists
- Optometrists
- Oral Surgeons
- Osteopathic Physicians (DO)
- Pharmacists
- Physical Therapists
- Physician Assistants
- Podiatrists
- Psychiatrists and other physicians
- Speech and Language Pathologists
- Telemedicine Practitioners

## Criteria for Participation in the Passport Network

Passport has established criteria and the sources used to verify these criteria for the evaluation and selection of Practitioners for participation in the Passport network. These criteria have been designed to assess a Practitioner’s ability to deliver care. This policy defines the criteria that are applied to applicants for initial participation, recredentialing and ongoing participation in the Passport network. To remain eligible for participation, Practitioners must continue to satisfy all applicable requirements for participation as stated herein and in all other documentations provided by Passport.

Passport reserves the right to exercise discretion in applying any criteria and to exclude Practitioners who do not meet the criteria. Passport may, after considering the recommendations of the Professional Review Committee, waive any of the requirements for network participation established pursuant to these policies for good cause if it is determined such waiver is necessary to meet the needs of Passport and the community it serves. The refusal of Passport to waive any requirement shall not entitle any Practitioner to a hearing or any other rights of review.

Practitioners must meet the following criteria to be eligible to participate in the Passport network. The Practitioner shall have the burden of producing adequate information to prove they meet all criteria for initial participation and continued participation in the Passport network. If the Practitioner fails to provide this information, the credentialing application will be deemed incomplete and it will result in an administrative denial or administrative termination from the Passport network. Practitioners who fail to provide this burden of proof do not have the right to submit an appeal.

- **Application** – Provider must submit to Passport a complete credentialing application either from CAQH ProView or other State mandated practitioner application. The

attestation must be signed within 120 days. Application must include all required attachments.

- **License, Certification or Registration** – Provider must hold a current and valid license, certification or registration to practice in their specialty in every State in which they will provide care and/or render services for Passport Members. Telemedicine Practitioners are required to be licensed in the state where they are located and the State the Member is located.
- **DEA or CDS Certificate** – Provider must hold a current, valid, unrestricted Drug Enforcement Agency (DEA) or Controlled Dangerous Substances (CDS) certificate. Provider must have a DEA or CDS in every State where the Provider provides care to Passport Members. If a Practitioner has never had any disciplinary action taken related to their DEA and/or CDS and has a pending DEA/CDS certificate or chooses not to have a DEA and/or CDS certificate, the Practitioner must then provide a documented process that allows another Practitioner with a valid DEA and/or CDS certificate to write all prescriptions requiring a DEA number.
- **Specialty** – Provider must only be credentialed in the specialty in which they have adequate education and training. Provider must confine their practice to their credentialed area of practice when providing services to Passport Members.
- **Education**–Provider must have graduated from an accredited school with a degree required to practice in their designated specialty.
- **Residency Training** – Providers must have satisfactorily completed residency programs from accredited training programs in the specialties in which they are practicing. Passport only recognizes residency training programs that have been accredited by the Accreditation Council of Graduate Medical Education (ACGME) and the American Osteopathic Association (AOA) in the United States or by the College of Family Physicians of Canada (CFPC), the Royal College of Physicians and Surgeons of Canada. Oral Surgeons must complete a training program in Oral and Maxillofacial Surgery accredited by the Commission on Dental Accreditation (CODA). Training must be successfully completed prior to completing the verification. It is not acceptable to verify completion prior to graduation from the program. As of July 2013, podiatric residencies are required to be three years in length. If the podiatrist has not completed a three-year residency or is not board certified, the podiatrist must have five years of work history practicing podiatry.
- **Fellowship Training** – If the Provider is not board certified in the specialty in which they practice and has not completed a residency program in the specialty in which they practice, they must have completed a fellowship program from an accredited training program in the specialty in which they are practicing.
- **Board Certification** – Board certification in the specialty in which the Practitioner is practicing is not required. Initial applicants who are not board certified will be considered for participation if they have satisfactorily completed a residency program from an accredited training program in the specialty in which they are practicing. Passport recognizes board certification only from the following Boards:
  - American Board of Medical Specialties (ABMS)
  - American Osteopathic Association (AOA)
  - American Board of Foot and Ankle Surgery (ABFAS)
  - American Board of Podiatric Medicine (ABPM)

- American Board of Oral and Maxillofacial Surgery
- American Board of Addiction Medicine (ABAM)
- College of Family Physicians of Canada (CFPC)
- Royal College of Physicians and Surgeons of Canada (RCPSC)
- Behavioral Analyst Certification Board (BACB)
- National Commission on Certification of Physician Assistants (NCCPA)
- **General Practitioners** – Practitioners who are not board certified and have not completed a training program from an accredited training program are only eligible to be considered for participation as a General Practitioner in the Passport network. To be eligible, the Practitioner must have maintained a primary care practice in good standing for a minimum of the most recent five years without any gaps in work history. Passport will consider allowing a Practitioner who is/was board certified and/or residency trained in a specialty other than primary care to participate as a General Practitioner, if the Practitioner is applying to participate as a Primary Care Physician (PCP), Urgent Care or Wound Care. General Practitioners providing only wound care services do not require five years of work history as a PCP.
- **Nurse Practitioners & Physician Assistants** – In certain circumstances, Passport may credential a Practitioner who is not licensed to practice independently. In these instances, it would also be required that the Practitioner providing the supervision and/or oversight be contracted and credentialed with Passport.
- **Work History** – Provider must supply most recent five-years of relevant work history on the application or curriculum vitae. Relevant work history includes work as a health professional. If a gap in employment exceeds six months, the Practitioner must clarify the gap verbally or in writing. The organization will document a verbal clarification in the Practitioner's credentialing file. If the gap in employment exceeds one year, the Practitioner must clarify the gap in writing.
- **Malpractice History** – Provider must supply a history of malpractice and professional liability claims and settlement history in accordance with the application.
- **Professional Liability Insurance** – Provider must supply a history of malpractice and professional liability claims and settlement history in accordance with the application. Documentation of malpractice and professional liability claims, and settlement history is requested from the Practitioner on the credentialing application. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner.
- **State Sanctions, Restrictions on Licensure or Limitations on Scope of Practice** – Practitioner must disclose a full history of all license/certification/registration actions including denials, revocations, terminations, suspension, restrictions, reductions, limitations, sanctions, probations and non-renewals. Practitioner must also disclose any history of voluntarily or involuntarily relinquishing, withdrawing, or failure to proceed with an application in order to avoid an adverse action or to preclude an investigation or while under investigation relating to professional competence or conduct. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner. Passport will also verify all licenses, certifications and registrations in every State where the Practitioner has practiced. At the time of initial application, the Practitioner must not have any pending or open investigations from any State or governmental

professional disciplinary body<sup>3</sup>. This would include Statement of Charges, Notice of Proposed Disciplinary Action or the equivalent.

- **Medicare, Medicaid and other Sanctions and Exclusions** – Practitioner must not be currently sanctioned, excluded, expelled or suspended from any State or Federally funded program including but not limited to the Medicare or Medicaid programs. Practitioner must disclose all Medicare and Medicaid sanctions. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner. Practitioner must disclose all debarments, suspensions, proposals for debarments, exclusions or disqualifications under the non-procurement common rule, or when otherwise declared ineligible from receiving Federal contracts, certain subcontracts, and certain Federal assistance and benefits. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner.
- **Medicare Opt Out** – Practitioners currently listed on the Medicare Opt-Out Report may not participate in the Passport network for any Medicare or Duals (Medicare/Medicaid) lines of business.
- **Social Security Administration Death Master File** – Practitioners must provide their Social Security number. That Social Security number should not be listed on the Social Security Administration Death Master File.
- **Medicare Preclusion List** – Practitioners currently listed on the Preclusion List may not participate in the Passport network for any Medicare or Duals (Medicare/Medicaid) lines of business.
- **Professional Liability Insurance** – Practitioner must have and maintain professional malpractice liability insurance with limits that meet Passport criteria. This coverage shall extend to Passport Members and the Practitioner’s activities on Passport’s behalf. Practitioners maintaining coverage under a Federal tort or self-insured are not required to include amounts of coverage on their application for professional or medical malpractice insurance.
- **Inability to Perform** – Practitioners must disclose any inability to perform essential functions of a Practitioner in their area of practice with or without reasonable accommodation. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner.
- **Lack of Present Illegal Drug Use** – Practitioners must disclose if they are currently using any illegal drugs/substances.
- **Criminal Convictions** – Practitioners must disclose if they have ever had any criminal convictions. Practitioners must never have been convicted, including guilty

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<sup>3</sup> If a practitioner’s application is denied solely because a practitioner has a pending Statement of Charges, Notice of Proposed Disciplinary Action, Notice of Agency Action or the equivalent from any state or governmental professional disciplinary body, the practitioner may reapply as soon as practitioner is able to demonstrate that any pending Statement of Charges, Notice of Proposed Disciplinary Action, Notice of Agency Action, or the equivalent from any state or governmental professional disciplinary body is resolved, even if the application is received less than one year from the date of original denial.

pleas and adjudicated pretrial diversions for crimes against person such as murder, rape, assault and other similar crimes. Financial crimes such as extortion, embezzlement, income tax evasion, insurance fraud and other similar crimes. Any crime that placed the Medicaid or Medicare program or its beneficiaries at immediate risk, such as a malpractice suit that results in a conviction of criminal neglect or misconduct. Any crime that would result in mandatory exclusion under section 1128 of the Social Security Act. Any crime related to fraud, kickbacks, healthcare fraud, claims for excessive charges, unnecessary services or services which fail to meet professionally recognized standards of healthcare, patient abuse or neglect, controlled substances, or similar crimes. At the time of initial credentialing, practitioner must not have any pending criminal charges in the categories listed above.

- **Loss or Limitations of Clinical Privileges** – At initial credentialing, Practitioner must disclose all past and present issues regarding loss or limitation of clinical privileges at all facilities or organizations with which the Practitioner has had privileges. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner. At recredentialing, Practitioner must disclose past and present issues regarding loss or limitation of clinical privileges at all facilities or organizations with which the Practitioner has had privileges since the previous credentialing cycle.
- **Hospital Privileges** – Practitioners must list all current hospital privileges on their credentialing application. If the Practitioner has current privileges, they must be in good standing.
- **NPI** – Practitioner must have a National Provider Identifier (NPI) issued by the Centers for Medicare & Medicaid Services (CMS).

## Notification of Discrepancies in Credentialing Information & Practitioner's Right to Correct Erroneous Information

Passport Health Plan by Molina Healthcare will notify the Practitioner immediately in writing in the event that credentialing information obtained from other sources varies substantially from that provided by the Practitioner. Examples include but are not limited to actions on a license, malpractice Claims history, board certification, sanctions or exclusions. Passport is not required to reveal the source of information if the information is not obtained to meet organization credentialing verification requirements or if disclosure is prohibited by Law.

Practitioners have the right to correct erroneous information in their credentials file. Practitioner's rights are published on the Passport website and are included in this Provider Manual.

The notification sent to the Practitioner will detail the information in question and will include instructions to the Practitioner indicating:

- Their requirement to submit a written response within 10 calendar days of receiving notification from Passport Health Plan by Molina Healthcare.

- In their response, the Practitioner must explain the discrepancy, may correct any erroneous information and may provide any proof that is available.
- The Practitioner's response must be sent to Passport Health Plan by Molina Healthcare, Attention: Credentialing Director, at PO Box 2470, Spokane, WA 99210.

Upon receipt of notification from the Practitioner, Passport Health Plan by Molina Healthcare will document receipt of the information in the Practitioner's credentials file. Passport Health Plan will then re-verify the primary source information in dispute. If the primary source information has changed, correction will be made immediately to the Practitioner's credentials file. The Practitioner will be notified in writing that the correction has been made to their credentials file. If the primary source information remains inconsistent with the Practitioner's information, the Credentialing department will notify the Practitioner.

If the Practitioner does not respond within 10 calendar days, their application processing will be discontinued, and network participation will be administratively denied or terminated.

## **Practitioner's Right to Review Information Submitted to Support Their Credentialing Application**

Practitioners have the right to review their credentials file at any time. Practitioner's rights are published on the Passport website and are included in this Provider Manual.

The Practitioner must notify the Credentialing Department and request an appointed time to review their file and allow up to seven calendar days to coordinate schedules. A Medical Director and the Director responsible for Credentialing or the Quality Improvement Director will be present. The Practitioner has the right to review all information in the credentials file except peer references or recommendations protected by Law from disclosure.

The only items in the file that may be copied by the Practitioner are documents, which the Practitioner sent to Passport Health Plan by Molina Healthcare (e.g., the application and any other attachments submitted with the application from the Practitioner. Practitioners may not copy any other documents from the credentialing file.

## **Practitioner's Right to be Informed of Application Status**

Practitioners have a right, upon request, to be informed of the status of their application by telephone, email or mail. Practitioner's rights are published on the Passport website and are included in this Provider Manual. Passport will respond to the request within two working days. Passport will share with the Practitioner where the application is in the credentialing process and note any missing information or information not yet verified.



## Notification of Credentialing Decisions

A letter is sent to every Provider with notification of the Professional Review Committee or Medical Director decision regarding their participation in the Passport network. This notification is sent within 45 calendar days of receipt of a provider's request for credentialing or a provider's completed uniform credentialing form, whichever is earlier. This will allow for time to obtain the credentialing form in electronic format, request and obtain third party verification, and make and notify the provider of the decision. The 45 day period will not commence until the applicant provides all requested information or documentation. Copies of the letters are filed in the Provider's credentials files.

## Recredentialing

Passport recredentials every Practitioner at least every 36 months.

## Excluded Providers

Excluded Provider means an individual Provider, or an entity with an officer, director, agent, manager or individual who owns or has a controlling interest in the entity who has been convicted of crimes as specified in section 1128 of the SSA, excluded from participation in the Medicare or Medicaid program, assessed a civil penalty under the provisions of section 1128, or has a contractual relationship with an entity convicted of a crime specified in section 1128.

Pursuant to section 1128 of the SSA, Passport and its Subcontractors may not subcontract with an Excluded Provider/person. Passport and its Subcontractors shall terminate subcontracts immediately when Passport and its Subcontractors become aware of such excluded Provider/person or when Passport and its Subcontractors receive notice. Passport and its Subcontractors certify that neither it nor its Provider is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. Where Passport and its Subcontractors are unable to certify any of the statements in this certification, Passport and its Subcontractors shall attach a written explanation to this Agreement.

## Ongoing Monitoring of Sanctions and Exclusions

Passport monitors the following agencies for Provider sanctions and exclusions between recredentialing cycles for all Provider types and takes appropriate action against Providers when occurrences of poor quality are identified. If a Passport Provider is found to be sanctioned or excluded, the Provider's contract will immediately be terminated effective the same date as the sanction or exclusion was implemented.

- The United States Department of Health & Human Services (HHS), Office of Inspector General (OIG) Fraud Prevention and Detection Exclusions Program – Monitor for individuals and entities that have been excluded from Medicare and Medicaid programs.

- State Medicaid Exclusions – Monitor for State Medicaid exclusions through each State’s specific Program Integrity Unit (or equivalent).
- Medicare Exclusion Database (MED) – Passport monitors for Medicare exclusions through the Centers for Medicare & Medicaid Services (CMS) MED online application site.
- Medicare Preclusion List – Monitor for individuals and entities that are reported on the Medicare Preclusion List.
- National Practitioner Database – Passport enrolls all credentialed Practitioners with the NPDB Continuous Query service to monitor for adverse actions on license, DEA, hospital privileges and malpractice history between credentialing cycles.
- System for Award Management (SAM) – Monitor for Providers sanctioned with SAM.

Passport also monitors the following for all Provider types between the recredentialing cycles.

- Member Complaints/Grievances
- Adverse Events
- Medicare Opt Out
- Social Security Administration Death Master File

## Provider Appeal Rights

In cases where the Credentialing Committee suspends or terminates a Provider’s contract based on quality of care or professional conduct, a certified letter is sent to the Provider describing the adverse action taken and the reason for the action, including notification to the Provider of the right to a fair hearing when required pursuant to Laws or regulations.

## 16. DELEGATION

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Delegation is a process that gives another entity the ability to perform specific functions on behalf of Passport. Passport may delegate:

1. Medical Management
2. Credentialing and Recredentialing
3. Sanction Monitoring for employees and contracted staff at all levels
4. Claims
5. Complex Case Management
6. CMS Preclusion List Monitoring
7. Other clinical and administrative functions

When Passport delegates any clinical or administrative functions, Passport remains responsible to external regulatory agencies and other entities for the performance of the delegated activities, including functions that may be sub-delegated. To become a delegate, the Provider/Accountable Care Organization (ACO)/vendor must be in compliance with Passport's established delegation criteria and standards. Passport's Delegation Oversight Committee (DOC), or other designated committee, must approve all delegation and sub-delegation arrangements. To remain a delegate, the Provider/ACO/vendor must maintain compliance with Passport's standards and best practices.

### Delegation Reporting Requirements

Delegated entities contracted with Passport must submit monthly and quarterly reports. Such reports will be determined by the function(s) delegated and reviewed by Passport Delegation Oversight Staff for compliance with performance expectations within the timeline indicated by Passport.

### Corrective Action Plans and Revocation of Delegated Activities

If it is determined that the delegate is out of compliance with Passport's guidelines or regulatory requirements, Passport may require the delegate to develop a corrective action plan designed to bring the delegate into compliance. Passport may also revoke delegated activities if it is determined that the delegate cannot achieve compliance or if Passport determines that is the best course of action.

If you have additional questions related to delegated functions, please contact your Passport Contract Manager.

## 17. PHARMACY

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Prescription drug therapy is an integral component of your patient's comprehensive treatment program. Passport's goal is to provide our Members with high quality, cost effective drug therapy. Passport works with our Providers and Pharmacists to ensure medications used to treat a variety of conditions and diseases are offered. Passport covers prescription and certain over-the-counter drugs.

### Pharmacy and Therapeutics Committee

The National Pharmacy and Therapeutics Committee (P&T) meets quarterly to review and recommend medications for formulary consideration. The P&T Committee is organized to assist Passport with managing pharmacy resources and to improve the overall satisfaction of Passport Members and Providers. It seeks to ensure Passport Members receive appropriate and necessary medications. An annual pharmacy work plan governs all the activities of the committee. The committee voting membership consists of external physicians and pharmacists from various clinical specialties.

### Pharmacy Network

Members must use their Passport ID card to get prescriptions filled. Additional information regarding the pharmacy benefits, limitations, and network pharmacies is available by visiting [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) or calling Passport at (800) 578-0775.

### Drug Formulary

The pharmacy program does not cover all medications. Passport keeps a list of drugs, devices, and supplies that are covered under the plan's pharmacy benefit. The list shows all the prescription and over-the-counter products Members can get from a pharmacy. Some medications require prior authorization (PA) or have limitations on age, dosage and/or quantities. For a complete list of covered medications please visit [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

Information on procedures to obtain these medications is described within this document and also available on the Passport website at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace).

### Formulary Medications

In some cases, Members may only be able to receive certain quantities of medication. Information on limits are included and can be found in the formulary document.

Formulary medications with PA may require the use of first line medications before they are approved.

## Quantity Limitations

Quantity limitations have been placed on certain medications to ensure safe and appropriate use of the medication.

## Age Limits

Some medications may have age limits. Age limits align with current U.S. Food and Drug Administration (FDA) alerts for the appropriate use of pharmaceuticals.

## Step Therapy

Plan restrictions for certain Formulary drugs may require that other drugs be tried first. The Formulary designates drugs that may process under the pharmacy benefit without prior authorization if the Member's pharmacy fill history with Passport shows other drugs have been tried for certain lengths of time. If the Member has trialed certain drugs prior to joining Passport, documentation in the clinical record can serve to satisfy requirements when submitted to Passport for review. Drug samples from Providers or manufacturers are not considered as meeting step therapy requirements or as justification for exception requests.

## Non-Formulary Medications

Non-formulary medications may be considered for exception when formulary medications are not appropriate for a particular Member or have proven ineffective. Requests for formulary exceptions should be submitted using a PA form. Clinical evidence must be provided and is taken into account when evaluating the request to determine medical necessity. The use of manufacturer's samples of Non-Formulary or "Prior Authorization Required" medications does not override Formulary requirements.

## Generic Substitution

Generic drugs should be dispensed when available. If the use of a particular brand name becomes medically necessary as determined by the Provider, PA must be obtained through the standard PA process.

## New to Market Drugs

Newly approved drug products will not normally be placed on the formulary during their first six months on the market. During this period, access to these medications will be considered through the PA process.

## Medications Not Covered

Medications not covered by Passport Marketplace are excluded from coverage. For example, drugs used in the treatment of fertility or those used for cosmetic purposes are

not part of the benefit. For a complete list of drugs excluded from the plan benefit please refer to the Member's Evidence of Coverage.

## Submitting a Prior Authorization Request

Passport will only process completed PA request forms, the following information MUST be included for the request form to be considered complete.

- Member first name, last name, date of birth and identification number
- Prescriber first name, last name, NPI, phone number and fax number
- Drug name, strength, quantity and directions of use
- Diagnosis

Passport's decisions are based upon the information included with the PA request. Clinical notes are recommended. If clinical information and/or medical justification is missing Passport will either fax or call your office to request clinical information be sent in to complete the review. To avoid delays in decisions, be sure to complete the PA form in its entirety, including medical justification and/or supporting clinical notes.

Fax a completed Medication PA Request form to Passport at (833) 322-1061. A blank Medication PA Request form may be obtained by accessing [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) or by calling (800) 578-0775.

Providers and office staff can review Passport Clinical Criteria and Clinical Policies online to ensure all required information is submitted for review.

## Site of Care for Administered Drugs

For Provider-administered drugs that require prior authorization, when coverage criteria are met for the medication, a site of care policy is used to determine the medical necessity of the requested site of care. Passport covers injectable and infused medications in an outpatient hospital setting or at a hospital-affiliated infusion suite when the level of care is determined to be medically necessary. To review the site of care policy, please visit [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) and locate the Pharmacy tab.

Passport may conduct peer-to-peer discussion or other outreach to evaluate the level of care that is medically necessary. If an alternate site of care is suitable, Passport may offer the ordering Provider help in identifying an in-network infusion center, physician office, or home infusion service, and will help the Member coordinate and transition through case management.

## Member and Provider "Patient Safety Notifications"

Passport has a process to notify Members and Providers regarding a variety of safety issues which include voluntary recalls, FDA required recalls and drug withdrawals for patient safety reasons. This is also a requirement as an NCQA accredited organization.

## Specialty Pharmaceuticals, Injectable and Infusion Services

Many specialty medications are covered by Passport through the pharmacy benefit using National Drug Codes (NDC) for billing and specialty pharmacy for dispensing to the Member or Provider. Some of these same medications may be covered through the medical benefit using Healthcare Common Procedure Coding System (HCPCS) via paper or electronic medical Claim submission.

Passport, during the utilization management review process, will review the requested medication for the most cost-effective, yet clinically appropriate benefit (medical or pharmacy) of select specialty medications. All reviewers will first identify Member eligibility, any Federal or State regulatory requirements, and the Member specific benefit plan coverage prior to determination of benefit processing.

If it is determined to be a Pharmacy benefit, Passport's pharmacy vendor will coordinate with Passport and ship the prescription directly to your office or the Member's home. All packages are individually marked for each Member, and refrigerated drugs are shipped in insulated packages with frozen gel packs. The service also offers the additional convenience of enclosing needed ancillary supplies (needles, syringes and alcohol swabs) with each prescription at no charge. Please contact your Provider Relations representative with any further questions about the program.

Newly FDA approved medications are considered non-formulary and subject to non-formulary policies and other non-formulary utilization criteria until a coverage decision is rendered by the Passport Pharmacy and Therapeutics Committee. "Buy-and-bill" drugs are pharmaceuticals which a Provider purchases and administers, and for which the Provider submits a Claim to Passport for reimbursement.

## Pain Safety Initiative (PSI) Resources

Safe and appropriate opioid prescribing and utilization is a priority for all of us in health care. Passport requires Providers to adhere to Passport's drug formularies and prescription policies designed to prevent abuse or misuse of high-risk chronic pain medication. Providers are expected to offer additional education and support to Members regarding Opioid and pain safety as needed.

Passport is dedicated to ensuring Providers are equipped with additional resources, which can be found on the Passport Provider website. Providers may access additional Opioid-safety and Substance Use Disorder resources at [PassportHealthPlan.com/Marketplace](https://PassportHealthPlan.com/Marketplace) under the Health Resource tab. Please consult with your Provider Services representative or reference the medication formulary for more information on Passport's Pain Safety Initiatives.