



QUICK FACTS

Passport Advantage became effective January 1, 2016, and is available to dual eligible (meaning the member has both Medicare and Medicaid) members who reside in Jefferson, Bullitt, Hardin, and Nelson counties. In addition to all the traditional Medicare and Medicaid benefits, members also qualify for extra benefits such as extended dental coverage, dentures, glasses, and hearing aids. Because of their dual eligible status, members may enroll at any time.

***PCP Assignment** - Members are required to choose a PCP. Changes to PCP assignment may be requested by both members and providers and will be effective the date of request.

***Verifying Eligibility and PCP** - Providers may call Customer Service at **844-859-6152** to check eligibility and PCP assignment. There is not a provider portal to access this information at this time. Navinet functions may not be used for Passport Advantage.

***Member ID Cards** - Passport Advantage members have multiple ID cards that are used to access services, including:

- a. Passport Advantage Card – used for all Parts A/B and D services
- b. Medicare Card – used for Hospice and clinical trials
- c. Medicaid Managed Care Card – either Passport Health Plan, or another Medicaid MCO for cost sharing and non-Medicare benefits
- d. KY Health Choices Card (Medicaid) – covers medical transportation and other waiver services not included in Medicaid Managed Care

***Provider Manual** – Available at www.passportadvantage.com

***Referrals** - Members are required to obtain a referral to see most specialists. Members have direct access to OB/GYN, Orthopedic, Chiropractor, and other services. (See the Provider Manual section 6.2 for full details)

***Referral submission process** – Forms are available on the website at www.passportadvantage.com

The completed form may be emailed to PADreferrals@passporthealthplan.com, or you may fax to 502-212-6910

***Authorization Requirements** - See section 5 of the Provider Manual at www.passportadvantage.com

***Pharmacy Benefit Manager** –The Pharmacy Benefit Manager is Navitus, available 24/7 at 866-270-3877. Prior Authorization requests may be faxed to 855-668-8552. See section 11 of the Provider Manual for detailed information. The formulary and forms are available at www.passportadvantage.com



CLAIMS RELATED FACTS

1. Electronic Payer ID: **97652**
2. Medical paper claims mailing address:
Passport Advantage
P.O. Box 830579
Birmingham, AL 35283-0579
3. Provider process for submitting Passport Advantage claims:
 - a. Provider submits claim to Passport Advantage, allow processing, and then submits the secondary claim to the appropriate Medicaid Managed Care Plan with COB attached.
4. Passport Advantage timely filing limit is the same as Passport Health Plan:
 - a. Original claims must be submitted to Passport Advantage within 180 calendar days from the date services were rendered or compensable items were provided.
 - b. Resubmission of previously processed claims with corrections and/or requests for adjustments must be submitted within two years of the last process date.

We are here to assist with your questions, help resolve your concerns, and listen to your suggestions.

Contact Customer Service at 844-859-6152