

Passport Advantage Provider Manual Section 1.0 Introduction

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1.0 Introduction

1.1 Provider Welcome

We are pleased you are part of the Passport Advantage (HMO SNP) provider network. As a participant in this network, you have the opportunity to make Passport Advantage beneficial for both you and your patients, our members. We know our network providers are essential to delivering high-quality, cost-effective medical services. We further recognize that achieving our mission “to improve the health and quality of life of our members” would not be possible without your participation. We are committed to earning your ongoing support and look forward to working with you to provide the best service possible to Passport members.

This Provider Manual explains the policies and administrative procedures of the Passport Advantage program. Please use it as a guide to answer questions about member benefits, claim submission, and other questions you may have. This Provider Manual also outlines operational processes to be used by you and your staff. It will describe and clarify the requirements identified in your Provider Contract. Updates to this Provider Manual will occur on a periodic basis. As your office receives communications from us, it is important that you and/or your office staff read the eNews, Passport News and other special mailings. Please retain these updates with this Provider Manual so you can integrate any changes into your practice. All Passport Advantage provider materials, including the Provider Manual and Provider Directory, are available online at www.passportadvantage.com.

Please note, the term “provider” is used throughout this Provider Manual and is inclusive of all practitioners, individual and group affiliated, as well as facilities and ancillary service suppliers, as appropriate.

1.2 Overview of Passport Health Plan

Passport Health Plan is a non-profit health maintenance organization licensed in the Commonwealth of Kentucky.

Passport offers two managed care health plans, Passport Health Plan (Medicaid) and Passport Advantage (Medicare). Our Medicare Advantage plan serves the four counties of: Jefferson, Bullitt, Hardin and Nelson

Passport’s Vision is:

To be the leading model for collaboration and innovation in health care.

Passports mission is:

To improve the health and quality of life of our members.

Passport’s Organizational Values are:

- Integrity
- Collaboration
- Community
- Stewardship

1.3 The Passport Advantage Program

Passport Advantage is a Medicare Advantage Dual-Eligible - Special Needs Plan (HMO SNP) for active full Medicaid beneficiaries that are also enrolled in Medicare Parts A & B and do not have End Stage Renal Disease (ESRD) at the time of enrollment. Passport Advantage members may qualify for low income subsidy (LIS), otherwise known as "Extra Help."

As a Special Needs Plan, Passport Advantage coordinates both Kentucky Department of Medicaid Services (Medicaid) and The Center for Medicare and Medicaid services (Medicare) benefits for young, disabled, and senior Medicare-eligible members. Passport Advantage covers the following:

Part A = Hospital stays

Part B = Practitioner office visits

Part D = Prescription drug benefits

In addition, Passport Advantage works with a member's Kentucky Medicaid benefits to offer comprehensive benefits.

1.4 Member Eligibility

Passport Advantage member eligibility can change on a monthly basis. To join Passport Advantage, persons must meet the following requirements:

- Member must be entitled to Medicare Part A and enrolled in Medicare Part B
- Member must reside in the Passport Advantage service area (counties include: Bullitt, Hardin, Jefferson, Nelson)
- Member must not have End-Stage Renal Disease (ESRD) with limited exceptions, such as if you develop ESRD when you were already a member of a plan that we offer or you were a member of a different plan that was terminated.
- Member must be eligible for Medicare and have full Kentucky Medicaid benefits as determined by Kentucky Medicaid

To confirm eligibility, and member's PCP assignment, please call Passport Advantage Provider Services.

1.5 Important Telephone Numbers

Provider and Member Services (844) 859-6152 | TTY/TDD 711

Call this number for questions about the status of a claim, member eligibility or other Passport Advantage related questions. Provider Services is available 8:00am-8:00pm Sunday through Saturday October 1-February 15 and Monday through Friday 8:00am-8:00pm February 16-September 30.

Pharmacy (866) 693-4620

Passport Advantage's Pharmacy Benefit Manager, CVS Caremark, is available 24 hours a day, 7 days a week. Prescribers may request prior authorizations by calling (844) 246-2930, by fax (866) 869-7043 or by mail to: Passport Advantage Pharmacy Services

950 N. Meridian Street, Suite 600
Indianapolis, IN 46204

Please use the same contact information when submitting appeals.

Utilization Management (UM)

Please call these numbers to request an authorization, retrospective review, or reconsiderations:

- Medical: (866) 813-1721
- Behavioral Health: (866) 816-1722
- Appeals/Reconsiderations: (813)452-2177

For Organizational Determinations, please use the following fax numbers:

- UM Medical Urgent: [\(844\) 602-4628](tel:8446024628)
- UM Medical Non Urgent: [\(844\) 602-4629](tel:8446024629)
- Behavioral Health UM: [\(844\) 602-4630](tel:8446024630)

Utilization Management is available Monday through Friday from 8:00am to 6:00pm.

Dental Provider Services Call Center (866) 909-1083

Effective January 1, 2017, Passport will no longer offer extended dental services under the Passport Medicare Advantage plan administered by Avesis. This change will not affect your participation for any other plans administered by Passport Health plan and Avēsis. If you have any claims from plan year 2016, please contact Avesis at the number above.

Vision Provider Services Call Center (800) 243-1401

Vision Provider Services is available Monday through Friday from 7:00a.m. to 5:00p.m. EST.