

Provider

Alert



Subject: Crossover claims from Administar

From: Passport Health Plan

Sent: January 22, 2007

To: Passport Health Plan providers

Provider Types Affected:

Providers who have billed Medicare Part B for primary claims payment.

Background:

Passport Health Plan (PHP) has determined there are issues with some crossover claims from Administar Federal for Medicare Part B. If Administar Federal processed your claim and you have not received a secondary Explanation of Benefits (EOB) from PHP within 30 days of the Administar indicated crossover date, it is probable that PHP has not received the claim from EDS. PHP is working to resolve the issue with EDS and anticipates further communication with providers in first quarter 2007.

Provider Action Needed:

Affected providers can submit secondary claims directly to PHP via the paper submission process. These providers will receive payment in a normal timeframe and will not have to wait for the crossover issue to be resolved.

Questions:

If you have any questions or concerns, please contact the Provider Claims Services Unit (PCSU) at (502) 578-0775.

The information you need, the speed you want. Sign up for the Passport Online Information Service (POIS)! Receive important communications from Passport Health Plan and Passport Advantage via this [free](#) e-mail service. To enroll, visit www.passportthehealthplan.com and click the "POIS Sign Up" option under "News and Information."