

Provider

Alert



Subject: Potential Passport Health Plan Member Eligibility Delay

From: Passport Health Plan

Sent: June 13, 2007

To: All Passport Health Plan Providers

Provider Types Affected:

All Passport Health Plan (PHP) providers

Background:

The Kentucky Department for Medicaid Services (DMS) and Electronic Data Systems Corporation (EDS) implemented a new Medicaid claims payment system, effective June 4, 2007.

Due to the new Medicaid claims payment system conversion, PHP is experiencing a delay in receiving member eligibility files from DMS. This delay may result in inaccurate member eligibility information for PHP members. The Plan continues to work with DMS to resolve this issue.

Questions:

If you encounter any eligibility discrepancies, please contact Provider Services at (800) 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.passporthealthplan.com and click the "POIS Sign Up" option under "News and Information."