

Provider

Alert



Subject: Update Regarding Member Eligibility Issues

From: Passport Health Plan

Sent: June 26, 2007

To: All Passport Health Plan Providers

Provider Types Affected:

All Passport Health Plan Providers

Background:

Due to the new Kentucky Medicaid system conversion, Passport Health Plan continues to experience difficulties with member eligibility. We apologize for any inconvenience this may have caused. Passport Health Plan continues to work with the Department for Medicaid Services (DMS) to resolve these issues as quickly as possible.

We anticipate all eligibility files to be updated in our systems by **Wednesday, June 27, 2007.**

Provider Action Needed:

Please continue to call Provider Services at (800) 578-0775 for eligibility updates for emergent conditions or situations impacting access to care.

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."