

# Provider

# Alert



**Subject: Further Update Regarding Member Eligibility Issues**

**From:** Passport Health Plan

**Sent:** June 27, 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 to resolve these issues as quickly as possible.

While we had hoped to have all eligibility files updated in our systems by Wednesday, June 27, 2007, we have been unable to complete the process. We will notify you once the updates have been successful.

**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](http://www.passporthealthplan.com) and click the "POIS Sign Up" option under "News and Information."**