

Provider

Alert



Subject: Passport Health Plan Member Eligibility Delayed

From: Passport Health Plan

Sent: August 1, 2007

To: All Passport Health Plan Providers

Provider Types Affected:

All Passport Health Plan Providers

Background:

The Kentucky Department for Medicaid Services (DMS) is experiencing delays with the transmission of eligibility files to Passport Health Plan (PHP). This may result in inaccurate member eligibility information for PHP members. The Plan is working diligently with DMS to resolve this issue, and we apologize for any inconvenience this may cause.

Provider Action Needed:

None. The Plan will continue to provide updates to this issue as they become available.

Questions:

If you have any other questions, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

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."