

Provider

Alert



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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: Passport Health Plan Member Eligibility Issue

From: Passport Health Plan
Sent: November 4, 2009
To: All Passport Health Plan Providers

Provider Types Affected:

All Passport Health Plan Providers

Background:

A system problem was identified on Monday, November 2, 2009 that prevented November Medicaid eligibility information from passing from the Kentucky Department for Medicaid Services (DMS) system to Passport Health Plan (PHP). We apologize for any inconvenience this may have caused.

The Plan continues to work with DMS to resolve this issue as quickly as possible.

We anticipate all eligibility files will be updated in our systems by Monday, November 9, 2009.

Provider Action Needed:

We do not wish to disadvantage our members due to this problem. Therefore, please call Provider Services at (800) 578-0775 for eligibility updates for emergent conditions or situations impacting access to care.

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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."