

Provider

Alert



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Subject: Provider Claims Service Unit (PCSU) Extending Hours

From: Passport Health Plan and Passport Advantage

Sent: January 14, 2011

To: All Passport Health Plan and Passport Advantage Providers

Background:

The Provider Claims Service Unit (PCSU) is now available Monday through Friday from 8 a.m. to 5 p.m., including coverage during lunch. For your convenience, PCSU has also shortened its electronic voice prompts when you call.

Provider Action Needed:

None. Please call PCSU, as needed, anytime between 8 a.m. and 5 p.m., Monday through Friday at (800) 578-0775 for assistance with all claims-related issues and Passport Advantage eligibility inquiries.

Please share this information with your office staff.

Questions:

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

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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/provider and click the link in the Passport Online Information Service box.