

Provider

Alert



WWW.PASSPORTHEALTHPLAN.COM

SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: Phone and Fax Number Outages: July 29, 7 p.m. - August 1, 6 a.m.

From: Passport Advantage and Passport Health Plan

Sent: July 25, 2011

To: All Providers and Facilities

Provider Types Affected:

All Passport Health Plan (PHP) and Passport Advantage (PAD) Providers and Facilities

Background:

As we move to a new facility, all local PHP & PAD phone and fax lines will be temporarily unavailable during the timeframe of July 29 at 7:00 p.m. through August 1 at 6:00 a.m. We apologize for any inconvenience this may cause.

Please note the Provider Services Interactive Voice Response (IVR) number (800) 578-0775 will still be available to check eligibility during these times.

Provider Action Needed:

Please hold all fax and phone requests - including those for benefits and eligibility inquiries – from Friday, July 29 at 7:00 p.m. until Monday, August 1, 2011 at 6:00 a.m.

Questions:

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

©2011 Passport Health Plan/Passport Advantage PS-11132

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.