

July 18, 2007

Dear Passport Health Plan (PHP) and/or Passport Advantage (PAD) provider,

As communicated to you in January, one of the Plan's initiatives this year is to officially change our corporate colors to red and black.

New Member ID Cards

Please be aware that this month, **the member ID card will be changing to red and black**, as illustrated below and in the attached ID Card Comparison Chart. All Passport Health Plan members will be receiving a new ID card with instructions to cut up and throw away the old green and white card.

OLD CARDS



NEW CARDS



What To Do if Presented With an Old Card

If a member presents the old green and white card, please verify eligibility and provide services. Please instruct the member to call Member Services at 1-800-578-0603, option 2, if he or she has not yet received the new ID card, or if there are any errors or problems.

How To Verify Member Eligibility With the New Card

Please continue to verify member eligibility with the new ID card. Because it varies on a monthly basis, eligibility can be verified by first checking the member's PHP, Kentucky Medicaid, and picture ID cards. Then, PCPs should check the monthly panel roster (please note some members do not require a PCP and thus may not be included in the roster). All providers may check eligibility on the Provider Center of our web site, www.passporthealthplan.com, or by calling our interactive voice response (IVR) system at (800) 578-0775, option 1.

Thank you for your continued efforts on behalf of our members.

Sincerely,

Denise Schifano

Denise Schifano
Associate Vice President, Provider Relations