

Use the Internet to Verify Your Referrals

Online capabilities reduce your administrative burden and number of denied claims!

Dear Specialist Provider,

Everyday, the Passport Health Plan web-based electronic referral program is helping to reduce the number of paper referrals exchanged. We encourage all specialist practitioners to utilize this innovative new program to verify referrals.

Why specialists should use the electronic referrals program

By using the PHP electronic referrals program, you can:

- Quickly check a member's referral information online
- Reduce office paperwork
- Simplify your recordkeeping
- Avoid claim denials for no referral on file



How to get started

Simply log into Secured Services on the Provider Center of our web site, www.passporthealthplan.com. Click on "Referral Inquiry" and click on the member for whom you will provide care. Further instruction can be found in the Electronic Referral Guide Reference Guide on the "How To" Tutorials page of our web site.

How it works

Specialists have access to important information, including:

- Referral date;
- Referral number;
- Referring provider ID number (PCP);
- Referred provider ID (specialist); and
- Diagnosis codes.

Questions?

As always, if you have any questions or concerns, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

Sincerely

A handwritten signature in black ink that reads "Denise Schifano". The signature is written in a cursive style.

Denise Schifano
AVP, Provider Relations

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."