



May 23, 2008

Provider Name
Street Address
City, State Zip Code

Re: Reference Numbers to be Implemented for Calls to Passport Health Plan

Dear Practitioner:

With your satisfaction in mind, Passport Health Plan is implementing a new call reference system. Through this new system, reference numbers will be assigned during initial telephone encounters with the Provider Claims Service Unit (PCSU), Provider Services, and Provider Relations.

The use of call reference numbers will enhance our service to you. Beginning June 1 2008, call reference numbers will enable us to:

- Reduce the amount of time you spend on the telephone;
- Eliminate the need for verbal repetition of issues;
- Follow-up with you in an efficient and accurate manner;
- Prevent your calls from unnecessary re-direction; and,
- Track issues to their resolution.

To fully benefit from this new system, it is important for you to record and retain the call reference numbers you receive from the Plan. In June 2008, Provider Relations will begin requesting these numbers at the onset of each call related to claim issues.

Questions?

A contact information sheet has been enclosed detailing who to call with questions regarding claims, benefits, and utilization review.

Please share this communication with the appropriate staff in your organization. As always, we appreciate your participation in our provider network and the services you provide to our members. Thank you for your cooperation in this initiative.

Sincerely,

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

Denise Schifano
Associate Vice President, Provider Relations

