

March 24, 2009

Dear Provider,
Passport Health Plan (PHP) and Passport Advantage (PAD) are pleased to announce the following online enhancements:

Enhanced Online Searchable Formularies Now Available!

The PHP and PAD formularies are now available online in an enhanced, searchable format that:

- Allows searches via brand name, generic name, or therapeutic class;
- Denotes prior authorization requirements and offer access to authorization criteria (including but not limited to step therapy requirements);
- Displays the class, copayment tier, and quantity limits (if applicable) for each medication; and
- Exhibits all medications within the same class.

We encourage providers and their staff to access these user-friendly searchable formularies by visiting:

- www.passporthealthplan.com/pharmacy for PHP; or
- www.passportadvantage.org/pharmacy for PAD.

PHP *Provider Manual* Updated Online

The PHP *Provider Manual* has been updated and is now available in a convenient electronic format on our web site, www.passporthealthplan.com/providercenter/, under “Resources.” Providers may choose to view each section individually, or they may perform a search of the manual in its entirety. We encourage you to review the updated manual for new and revised information, including (but not limited to):

- Updated contact information (Section 20);
- New credentialing and recredentialing procedures (Section 5);
- Revised utilization management and prior authorization requirements (Section 6);
- Detailed office standards (Section 4); and
- Improved pharmacy information (Section 14).

If you have any questions regarding this communication, or to request the PHP *Provider Manual* on a CD or in hard copy format, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

Sincerely,

Denise Schifano

Denise Schifano
Associate Vice President, Provider Relations