

December 21, 2009

RE: Auto-Notification of "Member Care Gaps" via NaviNet

Dear Primary Care Provider (PCP),

Passport Health Plan (PHP) is pleased to announce Member Care Gaps via NaviNet – an exciting new auto-notification feature for overdue or missing preventive care services your members may need. NaviNet is a free, multi-payer web portal for provider access to information regarding eligibility, patient third party liability and claims status.

Member Care Gaps

With Member Care Gaps via NaviNet, each eligibility transaction will automatically display a pop-up notification if the respective member is due to receive one of the following preventive care services:

- Nephropathy/Microalbumin Screening
- Cervical Cancer Screening
- Breast Cancer Screening
- Chlamydia Screening
- Annual Dental Exam
- Eye Exam
- Well Child Visit (ages three to six years)
- Adolescent Well Care Visit (ages 12 to 21 years)
- HbA1c/Glycated Hemoglobin
- Lipid Test

How to Get Started

To connect to the NaviNet web site and registration process, please visit www.passporthealthplan.com/providercenter and select the link to "NaviNet" under "Secured Services."

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

Sincerely,



Denise Kirkham (Schifano)
Associate Vice President, Provider Relations