



August 15, 2011

PHP Secured Services to End October 1, 2011

Dear Passport Health Plan Provider,

If you are a frequent user of the Provider Center of Passport Health Plan's (PHP) web site, you will find all functions of our PHP Secured Services are now available through NaviNet*.

With the availability and enhanced capabilities of NaviNet, PHP will be shutting down Secured Services on October 1, 2011. At that time, all PHP Secured Services functions will cease to be available via our web site and must be accessed via NaviNet.

Note: This does not apply to the public portion of our web site. Only those functions behind PHP Secured Services will be transitioned to NaviNet.

The following Secured Services functions are transitioning to NaviNet:

- Eligibility and benefit inquiries
- Information on patient third party liability (TPL)
- Claims status inquiry
- Electronic copies of your remittance advice
- Encounter alerts
- Links to other important sites (including EFT arrangements)
- PCP Panel Reports
- Referral submission and inquiry
- Online referrals (*transitioning October 1, 2011*)

*Note: The enhanced Secured Services which included the online claims editing feature will not be transitioned to NaviNet, and will no longer be available as of October 1, 2011.

How to Avoid Disruption in Services:

NaviNet is a free, easy-to-use web-based application that will greatly reduce the number of phone calls and paper/fax-based processes with PHP and most other high-volume health plans. Sign up today!

- Log onto www.aboutnavinet.com; or
- Call **NaviNet Customer Care line at 1-888-482-8057.**

Thank you for your cooperation as we work towards this exciting transition. If you have any questions and/or concerns, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

Sincerely,

Peg Patton, AVP
Contract Management & Network Development

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