

## Corrected Claims Submission Procedures

Corrected claims for Passport Health Plan (PHP) and Passport Advantage (PAD) are handled through special processes. To reduce duplicate denials and prevent multiple claim rejections, follow the claims submission instructions below:

### Passport Health Plan (PHP)

Send corrected claims to PHP on paper to Passport Health Plan, P.O. Box 7114, London, KY 40742, with one of the following noted, as appropriate:

Situation	Submission Instructions
You are returning claims originally denied for “missing/invalid information” or “inappropriate coding,” or previously-submitted claims with incorrect information (i.e. units, date of service, charges)	Write “Corrected Claim” and circle the corrected information.
You are returning claims originally denied for “additional information needed.”	Write “Resubmitted” and attach the requested information.

Note: Corrected and resubmitted claims are scanned during reprocessing. Please remember to use blue or black ink only, and refrain from using red ink and/or highlighting that could affect the legibility of the scanned claim.

### Passport Advantage (PAD)

Submit corrected claims with a completed Corrected Claims Form (available to download on the “Provider References” section of our webpage, [www.passportadvantage.org](http://www.passportadvantage.org)), to Passport Advantage, P.O. Box 69325, Harrisburg, PA 17106-9325.

Multiple claims may be submitted with one form; however, there must be one form present to represent each different error.

### **Questions:**

If you have any questions or concerns regarding this communication, please contact the Provider Claims Service Unit (PCSU) at (800) 578-0775.