

Provider Manual
Section 20.0
Important Contact Information

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20.0 Important Contact Information

20.1 Passport Health Plan Important Contact Information

Main Switchboard

Telephone: (502) 585-7900

Web site

www.passporthealthplan.com

Appeals

Submit medical-necessity and administrative appeals to: Passport Health Plan
Attn: Appeals Coordinator
305 W. Broadway, 3rd Floor
Louisville, KY 40202

Behavioral Health/Foster Care Liaison

Telephone: (502) 585-7337
TTY: (800) 691-5566

Case Management

Telephone: (502) 585-7915

Claims Filing Addresses

<u>New and corrected claims:</u>	<u>Claims for reconsideration/recoupment:</u>	<u>When medical records are requested:</u>
Passport Health Plan P.O. Box 7114 London, KY 40742	Passport Health Plan 305 West Broadway, 3rd Floor Louisville, KY 40202	Passport Health Plan 200 Stevens Dr. Philadelphia, PA 19113

Drug Prior Authorization (PA)

PA Standard Fax: (877) 693-8280
PA Urgent Fax: (877) 693-8476
Hours: Monday through Friday, 11 a.m. to 8 p.m. EST

Medical Authorization

General Utilization Management (UM) Fax: (502) 585-7989
Durable Medical Equipment (DME) Fax: (502) 585-7990
Home Health/Home Infusion Fax: (502) 585-8204
Retro Auth Fax: (502) 585-8207
Therapy Auth (PT, OT, Speech) Fax: (502) 585-8205

EDI Technical Support

Hotline: (877) 234-4275, option 4
E-mail: edi.php@kmhp.com

EPSDT

Eligibility: (502) 585-8210
Fax: (502) 585-8457
Forms and Questions: (502) 585-7920

Care Connectors

Telephone: (877) 903-0082
Fax for the Diabetes, Yes, You Can! (Quit Smoking),
COPD, CAD, and Asthma Programs (502)585-8458

Interactive Voice Response (IVR)

Toll-free: (800) 578-0775, option 1

Provider Lock-In Pharmacy Coordinator

Telephone: (502) 585-7947

Mailbox for Providers/Pharmacies

Telephone: (502) 585-8249

Member Services

Toll-free: (800) 578-0603

Mommy & Me Program

Telephone: (502) 585-7908
Fax: (502) 585-7970

OB Global Authorization Request Form

Fax: (502) 585-7970

24-Hour Nurse Advice Line

Toll-free: (800) 648-6057

Pharmacy Director

Telephone: (502) 585-8445

Provider Claims Service Unit (PCSU)

Toll-free: (800) 578-0775

Provider Relations Department

Telephone: (502) 585-7943
Fax: (502) 585-6060

Provider Services

Toll-free: (800) 578-0775

Special Populations Liaison

Telephone: (502) 585-7309
TDD/TTY Number: (800) 691-5566

Utilization Management

Toll-free: (800) 578-0636, option 2
Fax: (502) 585-7989

Yes, You Can! Quit Smoking Program

Toll-free: (502) 585-8366
Fax: (502) 585-8458

20.2 Other Important Contact Information

DCBS Office Telephone Numbers by County

Breckinridge	(270) 756-2156
Bullitt	(502) 543-7081
Carroll	(502) 732-4271
Grayson	(270) 259-4041
Hardin	(270) 766-5029
Henry	(502) 845-2110
Jefferson	(502) 595-4238
Larue	(270) 358-3176
Marion	(270) 692-6036
Meade	(270) 422-3974
Nelson	(502) 348-9282
Oldham	(502) 222-9191
Shelby	(502) 633-3530
Spencer	(502) 477-2224
Trimble	(502) 255-3278
Washington	(859) 336-3977

Dental Provider Contractor

Toll-free: (877) 375-6262

Family Planning Administrator at AmeriHealth HMO, Inc.

Toll-free: (800) 541-4560
Submit Claims to: AmeriHealth HMO, Inc. Family Planning
Attn: Claims
P.O. Box 42476
1901 Market Street, 29th Floor
Philadelphia, PA 19101-2476

Kentucky Medical Ombudsman

Toll-free:

(800) 372-2973

TDD/TTY:

(800) 627-4702

Address:

Kentucky Department for Medicaid Services
Office of the Ombudsman
275 East Main Street
Frankfort, KY 40621

Pharmacy Benefits Manager Help Desk

Toll-free:

(800) 578-0898

Hours:

7 days a week from 8:30 a.m. to 9 p.m.

State Hearing Request

Toll-free:

(800) 635-2570

Address:

Kentucky Department for Medicaid Services
275 East Main Street
Frankfort, KY 40621

Transportation

For Jefferson, Oldham, Shelby, Spencer, Bullitt, Trimble,
and Henry counties, call the Federated Transportation
Services of the Bluegrass (FTSB):

(888) 848-0989

For Breckinridge, Carroll, Grayson, Hardin, Larue,
Marion, Meade, and Nelson counties, call LKLP:

(800) 245-2826

For Washington county, call Bluegrass Community Action:

(800) 456-6588

Vision Provider Contractor

Eligibility and Claims:

(866) 819-4298

9 a.m. to 8 p.m.

Provider Relations

(800) 243-1402

9 a.m. to 5 p.m.

Emdeon Business Solutions Client Services

Toll-free:

(800) 845-6592

Web site

www.emdeon.com/epayment/