



Upgrades to Your Remittance Advice!

May 1, 2005

Dear Passport Health Plan Partner,

Passport Health Plan (PHP) has been working hard to simplify the process surrounding our remittance advices (RA). As a key component of this goal, we are pleased to announce that you are now able to review your RAs electronically via the Passport Health Plan web site at www.passporthealthplan.com.

Using the "Verify Claims Status" option, a PDF icon will accompany the status of your claims inquiry. This printable PDF file will mirror the existing RAs your office currently receives. However, this service will only be available for claims processed since May 1, 2004, the implementation of the new RA.

Keeping your information confidential and secure is important to us. Therefore, in order to access this service, your Internet browser must be operating at an optimal security level. PHP asks that you verify the encryption capabilities of your current browser. To upgrade your browser or verify that it is operating at an optimal security level, please visit <http://www.passporthealthplan.com/providercenter/help/browser/>.

PHP is pleased to offer these additional enhancements. If you have any questions, please feel free to call our Provider Services department at 1-800-578-0775.

Sincerely,

A handwritten signature in cursive script that reads "Lois Dailey".

Lois Dailey
Associate Vice President of Provider Services

