

Provider Services

January 2025

Update: 2025 Quality Incentives

- In 2025, Passport by Molina Healthcare will introduce three new provider quality incentive opportunities to support the KY Department of Medicaid Services' focus on pediatric dental care and immunizations.
- The COVID public health emergency negatively impacted overall utilization of recommended well-child care but especially for fluoride and vaccine administration.
- These quality incentives will be paid for date of service (DOS) 1/1/2025-12/31/2025 via claim as an enhancement to the current medical fee schedule reimbursement.
 - Passport will pay an additional \$10 per fluoride application administered in a PCP office visit to members between their 1st and 5th birthdays.
 - Passport will pay an additional \$10 for influenza vaccines given to members before their 1st birthday.
 - Passport will pay an additional \$10 for human papillomavirus (HPV) vaccines given to members between their 9th and 11th birthdays.

Reminder: Provider Inquiries

Process Improvement

- We are constantly working to improve our processes.
- In an effort to be more efficient and ensure true root cause resolution our team will be required to collect specific information from you to effectively research your inquiries.

Provider Information Required

- Group NPI
- TIN
- Description of issue
- Call reference number from Call Center (800) 578-0775
- Examples of issue including member name, member ID, DOS, claim ID is available
- Claim numbers if applicable

Issue Resolution Survey

- Our team is committed to partnering with you to solve inquiries efficiently.
- Your feedback is very important to us.
- Once an issue is resolved our team will send you a quick survey so you can tell us how we did.

Reminder: Terminating a Provider

- Providers must notify Passport in writing at a minimum of 30 calendar days in advance, in accordance with the terms specified in your Provider Agreement.
 - Form to complete when there is a provider termination (Complete sections A, J, O) – [Guide to Provider Forms](#)
 - Send above form to: contracting@passporthealthplan.com
 - For questions, please contact our Provider Contact Center at 1-800-578-0775
- Continuity of Care and Transition of Members
 - It is Passport's policy to provide Members with advance notice when a Provider they are seeing during the course of active treatment will no longer be in-network. Members and Providers are encouraged to use this time to transition care to an in-network Provider. The Provider leaving the network shall provide all appropriate information related to course of treatment, medical treatment, etc. to the Provider(s) assuming care.

Reminder: PCP Member Dismissals (Submitted by PCP)

A PCP may dismiss a Member from their practice under following circumstances:

- Incompatibility of the PCP/patient relationship
- Member has not utilized a service within one year of enrollment in the PCP's practice and the PCP has documented unsuccessful contact attempts by mail and phone on at least six separate occasions during the year
- Inability to meet the medical needs of the Member

PCP's must continue providing services to the Member until the new PCP begins providing services to the Member, barring ethical or legal issues. Passport Members have the right to file a grievance regarding such a transfer.

Dismissals will be made effective 30 days from the date of receipt. For more information regarding member dismissal policies please refer to the Provider Manual. Passport encourages providers to report missed or cancelled appointments to the Department for Medicaid Services via Kentucky HealthNet (KYMMIS).

All dismissal requests must be sent in writing via the [Primary Care Provider Member Dismissal Form](#) with reason for dismissal and approved by Passport.

Completed forms should be sent to ProviderRelations@PassportHealthPlan.com.

For questions, please contact our Provider Contact Center at 1-800-578-0775.

Reminder: PCP Change Request

Provider Submits PCP Change Request

- One [form](#) per member or household.
- PCP changes will require 48 hours to complete. The effective date will be backdated to the date the PCP Change Request Form was received. Incomplete forms will not be processed.
- Completed forms should be sent via fax to 1-844-834-2155.
- Please contact Provider Services at 1-800-578-0775 if you have any questions regarding this form.

Member Submits PCP Change Request

- If for any reason a Member wants to change PCPs, they may do so by logging on to mypassporthealthplan.com or by calling Member Services and asking for the change.
- If Passport assigned the Member to the PCP and the Member calls within the first month of membership with Passport, the change will be backdated to the first (1st) day of the current month. All other PCP changes are effective immediately upon request. A new ID card is sent to the Member when a PCP change is made with new PCP information.

Behavioral Health – Perinatal Depression

According to the National Institute of Mental Health (NIMH), perinatal depression includes depression that occurs during pregnancy and in the weeks and months after childbirth. Members with perinatal depression may experience extreme sadness, anxiety, and fatigue that may make it difficult to carry out daily tasks, including caring for themselves or others. Life stress, the physical and emotional demands of childbirth and caring for a new baby, and changes in hormones that occur during and after pregnancy can contribute to perinatal depression.

All providers should be aware of the possibility of perinatal depression and screen for it. The Edinburgh Postnatal Depression Scale (EPDS) is a widely accepted tool for depression screening in the post-natal period ([Edinburgh Screening Tool](#)). A PHQ-9 may also be used. A sometimes-overlooked opportunity for screening is during well-child visits during the first year of life. Passport providers can bill 96161 for postpartum screening using a standardized screening tool administered to the caregiver during routine infant well child exams. Pediatric providers should at minimum refer parents back to their PCP if they have a positive screen or coordinate care to a behavioral health provider.

Resources:

- To locate a behavioral health provider, Passport members can call 1-800-578-0063 (TTY: 711)
- In a mental health crisis, Passport members may call 1-844-800-5154
- Members may also text or call 988 for a suicide or mental health crisis.
- For additional information about Perinatal Depression: [NIMH - Perinatal Depression](#)

Community Engagement – Member Information Sessions

Member Education Sessions offered virtually

Tuesdays 12 p.m. EST/11 a.m. CST
Thursdays 3:30 p.m. EST/2:30 p.m. CST

Spanish Session Virtually – Thursdays

12 p.m. EST/ 11 a.m. CST

Member Education in-person at local One Stop Help Centers

Wednesdays 11 a.m. EST/10 a.m. CST

- Bowling Green, 636 US 31 W BY-PASS Suite A
- Covington, 1613 Madison Ave.
- Hazard, 124 Grand Vue Plaza
- Lexington, 127 W. Tiverton Way Suite 128
- Owensboro, 410 Southtown Blvd. Suite 3

Questions?

For more information or to find your community engagement specialist, call **(270) 698-9368**.

Session dates and times

Sessions run January 7 thru December 11, 2025 – except on holidays



How to join a virtual session:

To join a session,
[click here](#), or scan
QR code

Meeting ID:
281 993 945 629

Passcode:
tU38sA



Please join us for a 30-minute member information session! These sessions will take place in person and virtually, so your members can choose how they would like to attend.

There's no need for members to sign up ahead of time; members can click the link below at the time that works best for them.

Link to Member Information sessions flyer: https://www.molinahealthcare.com/members/ky/en-us/-/media/Molina/PublicWebsite/PDF/members/ky/en-us/Medicaid/MKY706_2024MemberEdSession_FINAL_R.ashx

Link to Member Information sessions flyer on Passport website: <https://www.molinahealthcare.com/members/ky/en-us/mem/medicaid/overvw/resources/mes.aspx>

Community Engagement OSHC Events – January 2025

OSHC Location	Event / Date
<p>Bowling Green OSHC 636 U.S. 31 W Bypass Bowling Green, KY 42101</p>	<ul style="list-style-type: none"> • Cultural Responsiveness Training with LifeSkills – Tuesday, January 14th from 11:00am-1:00pm CT • KY Moms Virtual Baby Shower – Wednesday, January 29th from 12:00pm-2:00pm CT
<p>Covington OSHC 1613 Madison Avenue Covington, KY 41011</p>	<ul style="list-style-type: none"> • Northern KY Health Department OEND (Overdose Education & Naloxone Distribution) & Testing – Monday, January 20th from 11:30am-1:30pm ET
<p>Hazard OSHC 124 Grand Vue Plaza Hazard, KY 41701</p>	<ul style="list-style-type: none"> • MLK Food Drive – Monday, January 20th • Bullying & What Parents Need to Know Training (Hybrid) – Tuesday, January 28th from 10:00am-11:00am

Community Engagement - Helpful Resources

We will post information with regard to emergency and/or disaster assistance as needed on our website [here](#).

Passport resources that may be helpful:

- Passport Member Services Line: 800-578-0603 – *we can help with replacing lost member ID cards, assist in obtaining replacement durable medical equipment, and more*
- Behavioral Health Crisis Line: 844-800-5154 – *licensed clinicians are available to assess members in crisis, provide crisis counseling and connection to services*
- Care Management Referrals: Providers can call 800-578-0775, select the Care Management option. Or anyone can email CareManagement_KY@passporthealthplan.com - *this includes referrals for housing assistance and assistance with other social determinants of health (e.g., food, clothing, transportation)*

Passport One Stop Help Center Locations:

Bowling Green 636 US 31 W. By-Pass, Suite A, Bowling Green, KY 42101	Lexington 127 W. Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503
Covington 1613 Madison Ave. Covington KY 41011	Owensboro 410 Southtown Blvd, Suite 3 Owensboro, KY 42303
Hazard 124 Grand Vue Plaza Hazard, KY 41701	Louisville TBD

Appendix - December eNews



[Acute Migraine Treatment Guidance](#)



[Policy Updates 11/08/2024](#)



[Availity Portal Registration](#)



[Transportation Services](#)

Stay up to date with what's happening at Passport by registering to receive eNews via email! Click here to [register](#).

Appendix - Behavioral Health Seven Day Follow-up Following Psychiatric Hospitalization

Psychiatric Hospitalization is an important intervention to stabilize members with acute mental health emergencies. To maintain treatment gains begun in the hospital, out-patient follow-up is essential. Per their contract with Molina, providers must schedule members receiving inpatient psychiatric services for a psychiatric outpatient appointment prior to discharge. This aftercare outpatient appointment must include the specific time, date, location, and name of the Provider. This appointment must occur within seven (7) days of the discharge date.

Also, for Outpatient Providers, if a member misses a behavioral health appointment, the Behavioral Health Provider is responsible to contact the member within twenty-four (24) hours of a missed appointment to reschedule. The responsibility to ensure that members receive prompt follow-up care is a shared responsibility between the hospital, the outpatient BH provider, and the health plan.

For more information about contract requirements on follow-up for behavioral health services, please see our [Provider Manual](#).

Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- [Assistant at Surgery](#)
- [Breast Cancer Genetic Testing Tier 1 vs Tier 2](#)
- [Corrected Claim Reimbursement](#)
- [Critical Care Codes when Discharging Home](#)
- [DRG Clinical Validation](#)
- [Early Elective Delivery payment Policy](#)
- [Facility Emergency Department Evaluation and Management leveling](#)
- [High-Level E/M with Preventive Medicine Policy](#)
- [Hospital Routine Supplies Services Reimbursement](#)
- [Hydrolyzed Enteral Formula – Diagnosis](#)
- [In-Office Lab Policy](#)
- [Inpatient Only Procedures](#)
- [Newborn and NICU](#)
- [Observation Reimbursement Policy](#)
- [Optum Pause and Pay](#)
- [Outpatient Definitive Presumptive Drug Testing Medicaid Medicare](#)
- [Split Night Sleep Study](#)
- [Sterilization](#)
- [Therapeutic Behavioral Health Services H2019 H2020](#)

Please note that the effective date of any payment policy, and any subsequent revision to a payment policy, shall not be less than 30 days following the date of publication of that revision, pursuant to Section 27.12 of the Kentucky Managed Care Contract.

Appendix - Resources

Provider Contact Center

- (800) 578-0775

Contracting Inquiries

- KY_Contract_Management@MolinaHealthCare.com

Credentialing Inquiries

- Contracting@passporthealthplan.com

Appeals and Grievances

- MHK_Provider_GnA@passporthealthplan.com

Dental Inquiries

- KentuckyProviders@DentaQuest.com

Vision Inquiries

- www.marchvisioncare.com

Pharmaceutical Inquiries

- <http://kyportal.medimpact.com>

Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)