

Provider Services

November 2025

2025 Provider Satisfaction Survey

As part of our ongoing commitment to excellence and continuous improvement, Passport by Molina Healthcare is conducting its annual Provider Satisfaction Survey to better understand and respond to the needs of our provider network.

Survey Details:

The 2025 survey is being administered by Press Ganey (formerly SPH Analytics), a National Committee for Quality Assurance (NCQA) Certified Survey Vendor, on behalf of Passport. Surveys were mailed in September to a randomly selected group of providers.

If you have received the survey, we kindly ask that you take a few moments to complete it. Your feedback is invaluable and will help us enhance our operations, strengthen our provider

- Survey Completion Options: Mail or online (as outlined in the survey packet)
- Estimated Time to Complete: Approximately 15 minutes

Why Your Feedback Matters: Your insights will guide us in identifying opportunities for improvement in areas such as operational efficiency, provider support, and member services. Most importantly, it will help us better support you in your day-to-day interactions with Passport.

Provider A&G Data - Top 5 Coding Reasons Provider Appeals are Upheld

Unbundling / NCCI / Global Related Issues

- Procedure has an unbundling relationship with another code.
- Billed within the global period of a prior procedure.
- Payment is always bundled into another service.

Frequency Related Denials

- Procedure exceeded allowed frequency per policy.
- Repeat radiology procedure requires a repeat procedure modifier. Frequently seen on 71045.

Inappropriate Modifier Use

- Modifier billed was not appropriate for the billed procedures.
- Missing an anatomical modifier or telehealth modifier.

Diagnosis

- Diagnosis position invalid
- Diagnosis not commonly associated with the HCPCS billed

Add-On Code Errors

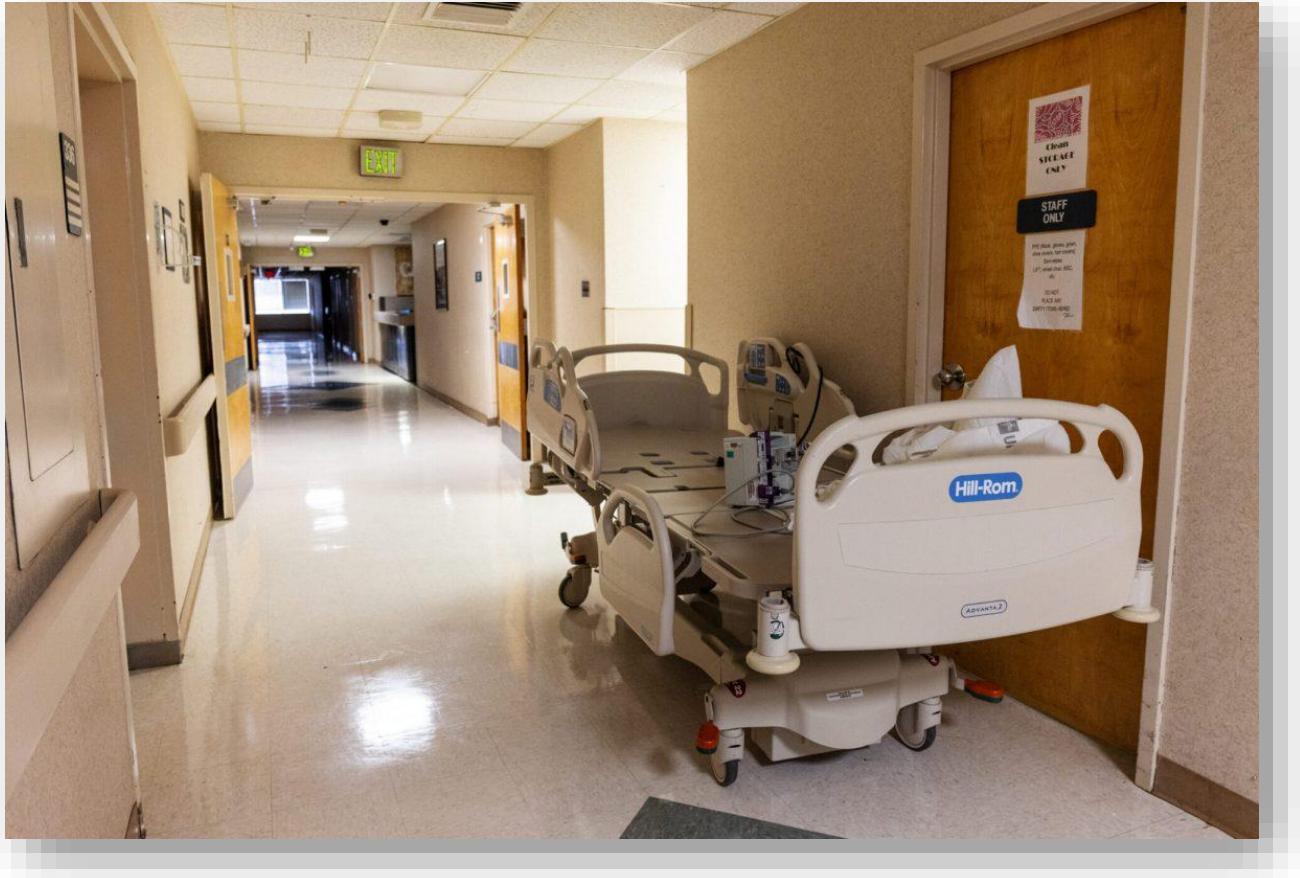
- Add on code submitted without a valid primary procedure.
- Add on code not payable due to denial of the primary service.

Reminder: Member Benefits and Rewards

2025 Value Added Benefits (VAB) Documents

- Healthy Rewards Program Information
 - When members request their first Healthy Reward, they will be issued one Visa benefit card loaded with the credits earned. From there, each time they submit a Healthy Reward, the new credits will be applied to the same benefit card within seven business days of verification.
- Adult and Pediatric Healthy Rewards Attestation Form
 - Now it's easier than ever for members to get their healthy rewards! Members simply fill out this form and send it back to our rewards team. Instructions and information on how rewards may be redeemed are at the end of the form.
- Pediatric Only Healthy Rewards Attestation Form
 - All Passport members who meet the criteria and complete the screening(s) listed can earn gift card credits. These important health screenings are covered by Passport at no cost to our members.
- VAB Flyer
 - Some exclusions apply. Benefits subject to change. To qualify, members must have Passport by Molina Healthcare Medicaid. If reward is offered for both Molina Medicaid and Medicare, it can only be claimed once and will be provided by member's primary insurance.
- VAB Vaccine Flyer
 - Members can earn gift card credits for getting their child's vaccinations on time.

Billing Reminder – Itemized Bills Required for Some Facilities



Passport by Molina Healthcare would like to remind providers that an itemized bill is required to be submitted when submitting claims that meet the following criteria:

- The claim is for inpatient institutional services; **and**
- The claim has an estimated allowed amount of \$100,000 or greater that includes an outlier payment; **or**
- The authorization on file was not approved for the entire admission and the estimated allowed amount includes an outlier payment

[Itemized Bills Required eNews](#)
[updated dms rrd approved.pdf](#)

Reminder: 2025 Model of Care Training Required

Passport along with the Centers for Medicare and Medicaid Services require all medical providers contracted with Passport Advantage (DSNP) and Passport Medicare Choice (MAPD) to complete the annual Model of Care training. We offer both virtual and in person trainings.

Virtual Training

- Training is available on our website or by accessing the below quick links. Please be sure to complete the attestation at the end of the training to ensure your office receives credit. We are excited to announce an additional option of a Model of Care Training video. This is a quick 13-minute training video that can be viewed at your convenience to meet the CMS requirement. Once the video is viewed, be sure to complete the required attestation and return to Passport to receive credit for the training.
 - [Model of Care Provider Training Quick Reference Guide](#)
 - [Model of Care Provider Training](#)
 - [Model of Care Attestation](#)
 - [Model of Care Training Video](#)

In Person Training

- You may request an in-person or virtual Model of Care training for your office by contacting your Provider Services Representative.

Completed Attestation(s) can be submitted via email to PassportAdvantage.AnnualTraining@molinahealthcare.com or faxed to (502) 585-6060.

Join Us in Supporting the Lexington OSHC Food Drive – Oct 6th to Nov 22nd

We're excited to share that our Lexington OSHC is hosting a Food Drive from October 6th through November 22nd; to benefit God's Pantry Food Bank and we'd love for you to join in!

This is a wonderful opportunity to come together as a community and support local families in need during the upcoming holiday season. All non-perishable food items are welcome.

How to Participate:

- Drop off donations at designated collection bins in the Lexington OSHC office.
- Encourage your team members to get involved.
- Share the word with others who may want to contribute.



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](#)

[Link to Member Information sessions flyer on Passport website](#)

Appendix - Behavioral Health Required Seven Day Follow-up After 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: Keeping CAQH Information Up to Date

- Our Credentialing Program has been developed in accordance with State and Federal requirements and the standards of the National Committee for Quality Assurance (NCQA). The Credentialing Program is reviewed annually, revised, and updated as needed.
- Passport recredentials every Practitioner at least every 36 months. Failure to respond to recredentialing efforts may result in termination from the Passport network. Keeping your CAQH information up to date, including credentialing contact, is essential to the recredentialing process. Steps to ensure information is up to date:
 - Login to CAQH ProView account at <https://proview.caqh.org/pr>
 - Click on "Review & Attest" from the home page
 - Update information as needed
 - Click Attest
 - Upload any applicable supporting documents.
- For additional information about Passport's Credentialing program, including Policies and Procedures, please refer to the Credentialing and Recredentialing section of the [Provider Manual](#).
 - Molina Healthcare, Inc. Attn: Credentialing Dept. PO Box 2470 Spokane, WA 99210 Phone: (800) 578-0775



Appendix - October eNews



[Payer Spaces Reports Tile Sunsetting](#)



[2025 Provider Satisfaction Survey](#)



[2025 Q3 Provider Newsletter Available](#)



[2026 Passport Provider Connect Days](#)

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

Appendix: Helpful Resources

Information regarding emergency and/or disaster assistance will be posted, 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
- Covington: 1613 Madison Ave., Covington KY 41011
- Hazard: 124 Grand Vue Plaza, Hazard, KY 41701
- Lexington: 127 W. Tiverton Way, Suite 128, Unit 4, Lexington, KY 40503
- Owensboro: 410 Southtown Blvd, Suite 3, Owensboro, KY 42303
- Louisville: TBD

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
- [Duplicate Claim Reimbursement Policy](#)
- 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 Codes
- 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
- Timely Filing Reimbursement Policy
- [Vitamin D Assay Testing](#)

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](mailto:KY_Contract_Management@MolinaHealthCare.com)

Credentialing Inquiries

- Contracting@passporthealthplan.com

Appeals and Grievances

- [MHK Provider GnA@passporthealthplan.com](mailto: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: Availability

Passport
Advantage

Marketplace

KHIE

Value Added
Benefits