

Important Contact Information

PROVIDERS:

Passport by Molina Healthcare Website

www.passporthealthplan.com

Contracting and Credentialing

PH: (800) 578-0775

MHINewMarketDevContracting@molinahealthcare.com

Availity Portal

www.availity.com

PH: (800) 282-4548

Monday - Friday 8am-8pm ET

ECHO Health (by Change Healthcare) - EFT/ERA

www.providerpayments.com

PH: (800) 946-7758

EDI Support PH: (866) 409-2935

Claims Contact Center PH: (800) 578-0775

Appeals and Grievances

FAX: (866) 315-2572

Email: MHK_Provider_GnA@MolinaHealthCare.Com

Utilization Management

- **Medical and Behavioral Health**

PH: (800) 578-0775

FAX: (833) 454-0641

Online: www.availity.com

- **Transplants**

PH: (855) 714-2415

FAX: (877) 813-1206

- **Radiology**

PH: (855) 714-2415

FAX: (877) 731-7218

- **Medical/Behavioral SA Appeals**

PH: (844) 795-3508

FAX: (866) 315-2572

Email: MHK_Provider_GnA@passporthealthplan.com

New Century Health - Cardiology (18+) Authorizations

PH: (888) 999-7713 - Cardiology, option 3

FAX: (877) 624-8807

<https://my.newcenturyhealth.com>

Care Management

PH: (800) 578-0775

FAX: (800) 983-9160

Translation Services PH: (800) 578-0775

It Matters to Passport Program

ItMatters@passporthealthplan.com

Provider Services (Provider Relations)

ProviderRelations@passporthealthplan.com

FAX: (502) 585-6060

MEMBERS:

Member Services

PH: (800) 578-0603 / TDD/TTY 711

Monday-Friday 7am-7pm ET

24/7 Nurse Advice Line

PH: (800) 606-9880 / TDD/TTY 711

24/7 Behavioral Health Crisis Line

PH: (844) 800-5154

VENDORS:

Delta Dental

deltadental.com

PH: (800) 955-2030

March Vision

www.marchvisioncare.com

PH: (844) 516-2724 (option 2)

MedImpact

<http://kyportal.medimpact.com>

PH: (866) 678-7117

Technical Call Center

PH: (800) 210-7628

(24 hours per day / 7 days per week)

Prior Authorizations

PH: (844) 336-2676

(8:00 AM - 7:00 PM EST / 7 days per week)

Prior Authorization

FAX: (858) 357-2612

Pharmacy Paper Claims

FAX: (858) 549-1569

COMPLIANCE:

Report Communicable Diseases

Kentucky Department for Public Health - Frankfort

PH: (502) 564-3418 or (888) 9REPORT (973-7678)

Report Fraud, Waste & Abuse

Passport's Compliance AlertLine

PH: (866) 606-3889

Office of Medicaid Fraud and Abuse Control

PH: (877) ABUSE TIP (228-7384)