

# Provider Services

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August 2026

# You're Invited to Passport's Provider Connect Days

We are hosting monthly Provider Connect Days at our One Stop Help Centers, located throughout Kentucky, to offer in person opportunities for providers, and provider office staff to connect with the Passport team! We will have subject matter experts from the following teams on site:

- Provider Relations
- Contracting
- Credentialing
- Operations
- Quality
- Utilization Management
- Community Engagement

| Date                    | Open House Format  | OSHC Address                                               |
|-------------------------|--------------------|------------------------------------------------------------|
| Wednesday, August 12    | 10:00 AM - 3:00 PM | 636 U.S. 31 W Bypass<br>Bowling Green, KY 42101            |
| Wednesday, September 16 | 10:00 AM - 3:00 PM | 2028 W Broadway<br>Louisville, KY 40203                    |
| Wednesday, October 14   | 10:00 AM - 3:00 PM | 127 Tiverton Way, Suite 128, Unit 4<br>Lexington, KY 40503 |

Link to website: [One Stop Help Centers / Medicaid / Passport Health Plan by Molina Healthcare](#)

# New Vision Vendor Coming Soon – VSP Vision Care



## Background

Effective September 1, 2026, VSP® will provide Medicaid vision benefits to Passport by Molina Healthcare (Passport) members. On September 1, 2026, you will receive an email from DocuSign with a Medicaid Acknowledgment form.

## Provider Action Needed

To ensure there is no delay in your ability to see Medicaid members, please electronically sign the Medicaid Acknowledgment form by September 1, 2026.

- If you are already an existing VSP Medicaid provider: No action is required. To view the VSP Kentucky Medicaid fees and Molina Healthcare benefits information in the VSP Medicaid Provider Reference Manual, navigate to VSPOnline at [eyefinity.com](http://eyefinity.com).
- If you are not already an existing VSP Medicaid provider: On September 1, 2026, you will receive an email from DocuSign with a Medicaid Acknowledgment form that invites you join the VSP Medicaid network, which includes Passport by Molina Healthcare and other current plan option. Please sign the Medicaid Acknowledgment form by September 1, 2026.
- View the VSP Kentucky Medicaid fees and Molina Healthcare benefits information and fee schedules.

If you have any questions about your participation in the Medicaid network, please contact VSP Provider Recruitment at [ProviderRecruitment@vsp.com](mailto:ProviderRecruitment@vsp.com).

# Electronic Notice of Pregnancy (eNOP)

DMS is rolling out the Electronic Notice of Pregnancy (eNOP) form beginning July 1, 2026!

The eNOP modernizes the current handwritten Notice of Pregnancy submission process through a secure digital platform that supports faster communication, earlier identification of pregnant members, and improved care coordination.

While the new eNOP portal will serve as the primary option for submission, providers may still use the handwritten paper form and a fillable electronic version for fax submission as backup options should technical issues arise.

Providers may access the eNOP submission portal here: [Notice Of Pregnancy](#).

Please direct any questions or concerns to your MCO point of contact.

## ATTENTION PROVIDERS:

### Exciting News!

# Electronic Notice Of Pregnancy Form (eNOP)

## STATEWIDE ROLLOUT

Begins July 1, 2026

The Kentucky Department for Medicaid Services is excited to announce the statewide rollout of the Electronic Notice of Pregnancy (eNOP) form beginning July 1, 2026!

The eNOP modernizes the current handwritten Notice of Pregnancy (NOP) submission process through a secure digital platform that supports faster communication, earlier identification of pregnant members, and improved care coordination across Kentucky Medicaid.

The statewide rollout follows a successful pilot phase conducted in partnership with Kentucky Managed Care Organizations (MCOs) and participating provider offices across the Commonwealth.

While the new eNOP portal will serve as the primary option for submission, providers may still use the handwritten paper form and a fillable electronic version for fax submission as backup options should technical issues arise. Providers may access the eNOP submission portal here: [Notice Of Pregnancy](#). Please direct any questions or concerns to your MCO point of contact.

Thank you to our provider partners for supporting efforts to improve maternal health outcomes for Kentucky families.



MORE EFFICIENT

EASY TO USE

BETTER OUTCOMES

# 2026 Model of Care Training Required

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

Virtual 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.

## Provider Action Required

- Take the Model of Care Training – The training materials can be found on our website under [Resources & Training MOC](#)
- Sign and complete the [Model of Care training attestation form](#)
- Return Attestation Form to Passport via the automated submit button on the form, or via email at: [PassportAdvantage.AnnualTraining@molinahealthcare.com](mailto:PassportAdvantage.AnnualTraining@molinahealthcare.com)

# Reminder - Provider Data Management – Group Roster Template

## Purpose of the Group Roster Template

- The group roster template should be used for any provider updates that exceed 5 of the following:
  - Adding new providers to a new or existing group.
  - Making demographic changes to existing provider information.
  - Terminating providers from a group.

## Completing the Template

- Ensure all required fields are completed, especially those highlighted in yellow for new provider enrollments.

## Alternative Submission Options

- For fewer than 10 new provider enrollments, use the Request to Add New Provider Form.
- For demographic updates or terminations, the Provider Information Update Form is also available for convenience.

## Where to Access Forms

- All necessary forms, including the group roster template and individual update forms, can be accessed on our website:  
[Molina Healthcare KY Medicaid Provider Forms](#)

# UPDATE: Navigator program for Medical Supplies, Equipment and Appliances (MESA) aka Durable Medical Equipment (DME) products

## Program Update

- Passport by Molina Healthcare will be implementing a new DME Navigator® Program for members across all lines of business.
- The previously announced implementation date of August 1, 2026, has been postponed.
- A revised implementation timeline and additional program details will be communicated once available.

## What Providers Need to Know

- Continue current business operations with Molina.
- Continue using existing processes and systems for:
  - Claims submission
  - Prior authorization requests
  - Administrative functions
- No action is required at this time.

## Next Steps

- Watch for future communications regarding the new launch date and implementation requirements.
- Additional provider education and resources will be shared as they become available.



# Evolut Advanced Imaging Prior Authorization Program

## Effective September 1, 2026 Advanced Imaging Services Requiring Prior Authorization Through Evolut

- CT / CTA
- MRI / MRA
- PET Scans

## Applies to Passport Medicare, Medicaid, and Marketplace members when services are rendered in:

- Provider Offices
- Freestanding Diagnostic Facilities
- Outpatient Hospital Settings

## Provider Action Required

- Existing Molina authorizations issued before September 1, 2026 remain valid through their expiration date.
- Beginning September 1, 2026, submit all new advanced imaging prior authorization requests through Evolut for services scheduled on or after that date.

## Submit Requests Via:

- RadMD Portal: [evolut.com/provider-portal](https://evolut.com/provider-portal)
- Phone (Mon-Fri, 8:00 AM-8:00 PM EST)

Additional information and Evolut training session dates located at [go.evolut.com/molina-rbmprogram-changes-sept-1-2026](https://go.evolut.com/molina-rbmprogram-changes-sept-1-2026).

Please register in advance. If you have any questions before the training sessions, contact Evolut at [practicesuccess@evolut.com](mailto:practicesuccess@evolut.com).



# Musculoskeletal Surgical Quality and Safety Management Program in Partnership with Turning Point – Effective September 1, 2026

Passport is partnering with Turning Point Healthcare Solutions to enhance quality, safety, and cost-effective care for members undergoing musculoskeletal surgical procedures through a streamlined prior authorization and outcomes management program.

## Key Features

- Simplified Prior Authorization Process
- Peer-to-Peer Clinical Review
- Clinical Support & Outcomes Monitoring
- Performance Reporting & Analytics

Informational webinars are available!  
Please register at: [TurningPoint  
Provider Portal](#)

## Provider Requirements

- Prior authorization delegated to Turning Point for specified orthopedic and spinal procedures (inpatient and outpatient)
- Emergency procedures are exempt
- Rendering/ordering physician is responsible for obtaining authorization
- Failure to verify/obtain authorization may result in claim denial

## Procedures Included

- Orthopedic: Joint replacements, arthroscopy, ACL repair, rotator cuff repair, fusion procedures, meniscal repair, hip resurfacing, and related surgeries
- Spinal: Fusion, decompression, laminectomy/discectomy, disc replacement, kyphoplasty/vertebroplasty, scoliosis, sacroiliac joint fusion, neurostimulators, and related procedures

# Breast Cancer Screening PIP - Goals

PIP started 7/1/2025 and runs through 12/31/2027



## Overall goals of the PIP are to improve:

|                                                                                                         |                                                                                                       |                                                                                          |                                                                                                  |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Breast Cancer Screening<br>Enrollees aged 40 – 49<br>years (BCS-E, 40 – 49<br>years)<br>begins 1.1.2026 | Breast Cancer Screening<br>Enrollees aged 50 – 74<br>years (BCS-E, 50 – 74<br>years) started 7.1.2025 | Documented<br>Assessment after<br>Mammogram<br>(DBM-E, 40 – 74 years)<br>begins 1.1.2026 | Follow-Up after<br>Abnormal Mammogram<br>Assessment<br>(FMA-E, 40 – 74 years)<br>begins 1.1.2026 |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|

# Breast Cancer Screening PIP – Measure Descriptions

## BCS-E Measure Description:

# Breast Cancer Screening PIP – Importance of Breast Cancer Screening

## Early Detection Saves Lives

- Breast cancer screenings play a critical role in detecting cancer at an early stage, when treatment is more effective and chances of survival are highest.
- Early detection significantly improves health outcomes and long-term survival rates.

## Why Timing Matters

- Screening mammograms can identify cancer up to 10 years earlier than when symptoms might first appear or be noticed by a doctor.
- This makes routine screenings essential, even if there are no symptoms or family history.

## Updated Guidelines

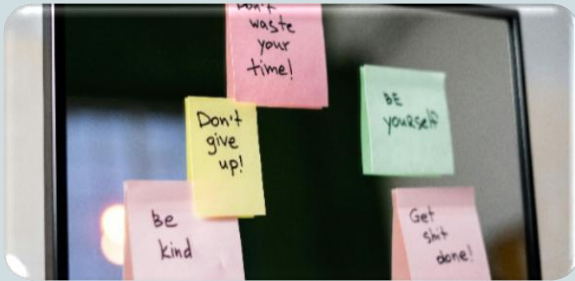
- The U.S. Preventive Services Task Force now recommends mammograms every two years for women aged 40 to 74 who are at average risk for breast cancer.
- This recommendation reflects newer evidence that starting at age 40 offers greater benefit than previously thought.

## Higher-Risk Considerations

- Women with higher risk factors (e.g., family history, genetic predispositions, or prior abnormal results):
  - May need to start screening earlier.
  - Might require more frequent screenings or additional imaging (like MRIs).

# Breast Cancer Screening PIP – Passport Assistance

Passport is happy to help practices coordinate assistance with the following:



Member reminders



Arranging alternate screening sites/hours



Making follow-up referrals for enrollees with abnormal mammography results.



Coordination assistance: follow-up with radiologist, breast surgeon, surgical oncologist, medical oncologist, or radiation/oncologist for abnormal results.

Contact your Quality Specialist or email [PassportQuality@MolinaHealthcare.com](mailto:PassportQuality@MolinaHealthcare.com) if you would like Passport to help!



# Passport by Molina's Mobile Health Center

 **PASSPORT**  
BY MOLINA HEALTHCARE

PassportHealthPlan.com



**Expanding Access  
Through Community-Based  
Care Delivery**





# Community Engagement – Healthy Living & Member Benefits Sessions

Join us for a 30-minute member information session! These sessions will take place in-person and virtually. You can choose how you attend. We'll give you all the tips and tools to make 2026 your healthiest year yet!

There's no need to sign up ahead of time. Just click on the link below to join.

## VIRTUAL SESSIONS:

January 6 - December 17

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

Thursdays, 3:30 p.m. EST/2:30 p.m. CST

**Spanish Session**

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



## Questions?

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

## Healthy Living & Member Benefits Sessions 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
- Louisville
  - 2028 W. Broadway
- Owensboro
  - 410 Southtown Blvd., Suite 3



# July eNews



[Well Child Sweepstakes](#)



[Peer to Peer Guideline Reminder](#)



[Labs with Invalid DX Lipid Testing](#)



[Labs with Invalid DX Blood Glucose](#)



[Repeat Labs Service No Modifier 59 & 91](#)



[Labs with invalid Dx Partial Thromboplastin Time](#)



[Navigator program for Medical Supplies, Equipment and Appliances \(MSEA\)  
AKA Durable Medical Equipment \(DME\) products](#)

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

# July eNews Continued



## July Policy Updates



## Reminder: Journavx Clinical Guidelines



## Billing, Coding & Reimbursement Updates: Physician & Therapy Services CPT Code Restrictions



## Billing, Coding and Reimbursement Update: Transportation Services Provider Type 55 and 56



## Billing, Coding & Reimbursement Update: Corrected and Void Claims



## Billing, Coding & Reimbursement Updates: Telehealth

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

# July eNews Continued



[Evolut Advanced Imaging Program](#)



[Passport Expanding Cardiology and Oncology Programs with Evolut](#)



[Passport Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint](#)



[Electronic Notice of Pregnancy Provider Guide](#)



[Labs with Invalid Dx Gamma Glutamyl Transferase](#)



[Vitamin D Assay Testing](#)

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

# 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: 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](mailto: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: 2028 W Broadway, Louisville, Kentucky 40203

# 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
- Comprehensive Community Support Services (CCSS)
- Corrected Claims
- 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
- Intensive Outpatient Program
- Newborn and NICU
- Observation Reimbursement Policy
- Optum Pause and Pay
- Outpatient Definitive Presumptive Drug Testing Medicaid Medicare
- Reduced Services and Discontinued Procedures, Professional and Facility
- 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](mailto:Contracting@passporthealthplan.com)

### Appeals and Grievances

- [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)

### Dental Inquiries

- [networkdevelopment@skygenusa.com](mailto:networkdevelopment@skygenusa.com)

### Vision Inquiries

- [www.marchvisioncare.com](http://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](#)