

Provider Services

July 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, July 15	10:00 AM - 3:00 PM	410 Southtown Blvd Owensboro, KY 42303
Wednesday, August 12	10:00 AM - 3:00 PM	636 U.S. 31 W Bypass Bowling Green, KY 42101
Wednesday, September 16	10:00 AM - 3:00 PM	2028 W Broadway Louisville, KY 40203
Wednesday, October 14	10:00 AM - 3:00 PM	127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503

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

Recent Pharmacy Updates

Diabetic Supplies

- Omni pod insulin delivery device recall for certain NDCs (Alternative Cequr or V-Go)
- True Metrix glucometer recall (Alternative Freestyle or Precision Monitor)
- Dexcom G6 continuous glucose meter being discontinued (Alternative Dexcom G7 or Freestyle Libre)

Ventolin & Albuterol HFA

- Effective February 14, 2026, most generic albuterol sulfate HFA inhalers become preferred, except NDC 66993-0019-68 (remains non-preferred).
- Effective April 1, 2026, brand Ventolin HFA becomes non-preferred and requires prior authorization.
- Providers are encouraged to transition members to preferred generic albuterol HFA to avoid treatment disruption.
- Other short-acting beta agonists remain non-preferred per current PDL structure.

CGRP

- Effective **April 15, 2026**, KY Medicaid limits members to 1 CGRP inhibitor for acute treatment and 1 for preventive treatment at a time.
- Switching formulations will update the existing PA if criteria are met; standard renewal rules still apply.
- Nurtec ODT (dual-use): a soft edit will require confirmation it's not being used for the same purpose as another CGRP; use with 2+ CGRPs will not be approved.
- Preferred options (with PA) include:
 - Acute: Nurtec ODT, Ubrelvy
 - Preventive (injectable): Aimovig, Ajovy, Emgality pen
 - Preventive (oral): Nurtec ODT, Qulipta
- Certain products are non-preferred (e.g., Zavzpret; Reyvow discontinued, Emgality syringe).

Recent Pharmacy Updates Continued

GLP 1

- Effective **May 1, 2026**, KY Medicaid limits members to 2 GLP-1 medication switches per rolling year.
- Each switch between GLP-1 drugs counts toward the 2-switch limit.
- More than 2 switches require clinical documentation to justify medical necessity.
- Preferred GLP-1 agents: Ozempic, Trulicity, Victoza.
- Non-preferred agents include: exenatide, liraglutide, Mounjaro, Rybelsus, Soliqua, Xultophy

Fluticasone HFA

- Effective **May 1, 2026**, generic fluticasone propionate HFA moves to non-preferred status (will require PA).
- Members with recent use (1/20/26–4/20/26) will be grandfathered with PA through October 31, 2026.
- Beginning November 1, 2026, these members must obtain a new PA or transition to an alternative therapy.
- New starts (or no recent fill) will require PA starting May 1, 2026.
- Providers should consider transitioning to preferred inhaled corticosteroids when appropriate.

Farxiga

- Effective **July 1, 2026**, generic dapagliflozin becomes preferred on the SGLT2 inhibitor PDL.
- Effective October 1, 2026, brand Farxiga becomes non-preferred and will require prior authorization.
- Providers are encouraged to transition members to generic dapagliflozin ahead of October to avoid disruption.
- Other SGLT2 agents remain either preferred (e.g., Jardiance, Synjardy, Xigduo XR) or non-preferred per current PDL alignment.

Pharmacy Reminders

Passport partners with MedImpact for prescription drugs. Physician administered drugs are covered through Passport. For additional information on submitting prior authorizations, please see the provider forms section on the KY MedImpact Provider website by accessing the link below.

[MedImpact Provider Forms](#)
[MedImpact Medicaid Provider Portal](#)

Pharmacy Benefit Drugs (MedImpact)	Physician Administered Drugs (Passport)
Phone: (800) 210-7628	Phone: (800) 578-0775
Drug PA Fax: (858) 357-2612	Physician Administered Drug PA Fax: (844) 802-1406
<u>KY Medicaid Universal PA Request Form – Pharmacy Benefit</u>	<u>Prior Authorization Pre-Service Review Guide & Request Form (Please use this form to request a PA for medically billed drugs including J Codes)</u>

New Vision Vendor Coming Soon – VSP Vision Care

Effective August 2026, VSP will provide Medicaid vision benefits to Passport by Molina Healthcare members.

To ensure there is no delay in your ability to see Medicaid members, if you have not already, please electronically sign the Medicaid Acknowledgement form prior to August 2026.

Beginning August 2026, VSP Kentucky Medicaid fee schedule will be available in the VSP Medicaid Provider Reference Manual on VSPOnline at eyefinity.com.

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

Contact VSP

Provider Services Phone #: 1-800-615-1883

Member Services Phone #: 1-844-859-5870

[Eyefinity.com](https://eyefinity.com)



Availity Provider Portal Enhancements Coming Soon!

What's changing

We are improving how appeals and disputes are submitted by:

- Simplifying the submission screen to reduce steps and improve clarity
- Enhancing attachment handling, including:
 - The ability to select an attachment type
 - Improved organization of uploaded documents
- Automatically routing attachments to the appropriate team.
- Ensure supporting documentation reaches the right team the first time
- Improve processing efficiency and turnaround times
- Provide a more intuitive and streamlined submission experience

Training available

Access on-demand training anytime through the Help & Training section of availability.com. Before accessing the training, be sure that:

- You're logged in to Availity
- Your browser allows pop-ups from the following sites:
 - [Apps.availability.com](https://apps.availability.com)
 - availability.com
 - learnupon.com

Availity New Digital Process Inpatient Continued Stays

Introducing a new digital option in the Availity Provider Portal. This allows providers to submit inpatient continued stay requests online.

What's changing

A new update button will be added to the Availity Provider Portal to support digital submission of inpatient continued stay requests. The Update button will be available on the Authorization Dashboard within the Authorization Inquiry details page.

How it works

Providers can:

- Select an existing inpatient authorization
- Use the Update button to extend the service end date (forward only)
- Attach required clinical documentation (at least one attachment required)
- Submit the continued stay request online

The Submit button will remain disabled until an attachment is added. All standard file validation rules (file type, size, and security scanning) remain in place.

KY Applied Behavior Analysis (ABA) Update

Passport by Molina Healthcare would like to provide information regarding medical necessity criteria for Applied Behavior Analysis (ABA) and give notice of Autism Spectrum Disorder (ASD) diagnosis requirements, per medical necessity criteria, effective August 1, 2026.

Passport complies with federal and state regulations when selecting medical necessity criteria and have adopted Milliman Clinical Guidelines (MCG) as the primary criteria for medical necessity for all services except for substance use disorder treatment services. Per the MCG Behavioral Healthcare Guideline (BHG) for Applied Behavior Analysis, ABA is appropriate in the treatment of ASD.

- In the absence of co-occurring ASD, there is a lack of high-quality research evidence to support the use of ABA. ABA is considered experimental, investigational, or unproven for all other non-ASD indications because of insufficient evidence in the peer-reviewed literature.
- Extensive research supports the efficacy of ABA specifically for managing behaviors and improving skills impacted by autism, making it the primary justification for requiring an ASD diagnosis for coverage.

Effective 8/1/2026, ABA will not be authorized for use with members who do not have an ASD diagnosis.

Spiras Health Partnership

We are happy to announce a partnership with Spiras Health. This partnership will allow extended care of specialists into the home of a patient dealing with complex chronic illness vastly improving both clinical and financial outcomes.

Under the agreement that begins June 1, 2026. Spiras will support Passport members, build trust, and change behavior so Passport members:

- Fully engage in their healthcare
- Better understanding of the disease process, treatment protocols, medications, and symptoms

Through strong patient relationships, Spiras will help manage and slow the progression of patient conditions, improve quality of life, and reduce costs associated with avoidable hospitalizations and emergency room visits by increasing patient–clinician interaction and addressing social determinants of health and other barriers to care.

If you wish to learn more about Spiras Health programs and services visit spirashealth.com. Thank you for your partnership in caring for Passport by Molina Healthcare members.

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

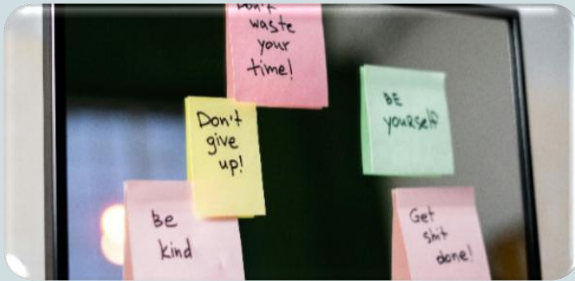
- The U.S. Preventive Services Task Force now recommends mammograms every two years for women aged 40 to 74 who are at average risk for breast cancer.
- This recommendation reflects newer evidence that starting at age 40 offers greater benefit than previously thought.

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 if you would like Passport to help!

Passport by Molina's Mobile Health Center



PassportHealthPlan.com



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





Upcoming Mobile Health Center Events

July

7/9: Wellness Visits and Dental at Passport's Owensboro OSHC, 410 Southtown BLV. Suite 3 Owensboro, KY 42302, 9:00 – 4:00 CST

7/22: Wellness Visits and Dental at Beechmont Townhomes, 418 Marshall Walk, Louisville, KY 40214, 9:00 – 4:00 EST

7/23: Wellness Visits at the Carlisle County Back to School Event, 4557 KY-1377, Bardwell, KY 42023, Time TBD

7/29: Wellness Visits and Dental at Passport's Bowling Green OSHC, 636 U.S. 31W Bypass, Bowling Green, KY 42101, 9:00 – 4:00 CST

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

Transportation Assistance



Transportation



Emergency Transportation:

If you have a life threatening medical emergency and need emergency transportation (ambulance), call 911.



Non-Emergency Transportation:

Non-emergency transportation is available if you need a ride to a covered healthcare service, such as a doctor's appointment.

How to get non-emergency transportation:

Kentucky Medicaid will pay to take some members to get medical services covered by Kentucky Medicaid. If you need a ride, you must talk to the transportation broker in your county to schedule a trip. You must call to schedule your trip 72 hours (3 full days) before the appointment.

Each county in Kentucky has a transportation broker. You can use the transportation broker for a ride to an appointment if you or your spouse don't own a car or cannot use the car. Call your county's transportation broker to learn what steps you need to take if you or someone in your household owns a car but you cannot use it.

If you have questions or concerns or are denied a Non-Emergency Healthcare Transportation service, call 1-888-941-7433 and a Medicaid Specialist at the Kentucky Transportation Cabinet can assist you.

If you need additional help, call Passport member services at (800) 578-0603.

You can schedule a ride with a Transportation Broker Monday - Friday from 8am-4:30pm and on Saturday from 8am-1pm.

Rides are available to and from covered medical services Monday - Friday from 6am-8pm and Saturday from 8am-1pm.

All children under the age of thirteen (13) must have a parent or guardian, or a designee of the parent/guardian to accompany the child during transport.

Transportation Brokers

Note: This list is current as of January 2025. For the most current listing, visit <https://transportation.ky.gov/TransportationDelivery/Pages/Human-Services-Transportation.aspx>.

Region	Counties	Broker	Toll-Free Number	Local Phone Number
1	Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, McCracken	Audubon Area Community Service, Inc. (GRITS)	(800) 816-3511	(270) 686-1651
2	Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg	Pennyrile Allied Community Services (PACS)	(800) 467-4601	(270) 886-6641
3	Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster	Audubon Area Community Service, Inc. (GRITS)	(800) 816-3511	(270) 686-1651
4	Breckinridge, Grayson, Hardin, Leno, Marion, Meade, Nelson	Audubon Area Community Services, Inc. (GRITS)	(800) 816-3511	(270) 686-1651
5	Adair, Allen, Barren, Butler, Edmonson, Green, Hart, Logan, Metcalfe, Simpson, Taylor, Warren	LKLP Community Action Council (LKLP)	(800) 245-2826	(606) 487-1872
6	Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
8	Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, Woodford	Bluegrass Community Action Partnership (BGCAP)	(800) 456-658	(502) 695-4290
9	Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Pendleton and Owen	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
10	Fayette	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
11	Bourbon, Clark, Estill, Harrison, Madison, Montgomery, Nicholas, and Powell	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
12	Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, Whitley	Rural Transit Enterprises Coordinated (RTEC)	(800) 321-7832	(606) 256-9835
13	Breathitt, Clay, Harlan, Jackson, Knott, Lee, Leslie, Letcher, Owsley, Perry, and Wolfe	LKLP Community Action Council (LKLP)	(800) 245-2826	(606) 487-1872
14	Floyd, Johnson, Magoffin, Martin, Pike	Sandy Valley Transportation Services (SVTS)	(800) 444-7433	(606) 886-7039
15	Both, Boyd, Carter, Elliott, Greenup, Lawrence, Menfee, Morgan and Rowan	LKLP Community Action Council (LKLP)	(800) 245-2826	(606) 487-1872
16	Bracken, Robertson, Mason, Fleming, and Lewis	Licking Valley Community Action Program (LVCAAP)	(800) 327-5196	(606) 845-0081

MKY 2426_WZ 19184_APP 3/13/2025

June eNews



[Spiras Health Partnership](#)



[Behavioral Health Billing Guidance – Psychiatric Diagnostic Evaluation Services \(90792, 90791, H0001, H0031\)](#)



[KY ABA Update](#)



[Availity New Digital Process Inpatient Continued Stays](#)



[Availity Provider Portal Enhancements](#)



[Evolent June P & T Policy Updates](#)



[Q2 2026 Provider Newsletter Available](#)

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 - *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

Credentialing Inquiries

- Contracting@passporthealthplan.com

Appeals and Grievances

- MHK_Provider_GnA@passporthealthplan.com

Dental Inquiries

- networkdevelopment@skygenusa.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](#)