

Provider Services

June 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, June 17, 2026	10:00 AM - 3:00 PM	124 Grand Vue Plaza Hazard, KY 41701
Wednesday, July 15, 2026	10:00 AM - 3:00 PM	410 Southtown Blvd Owensboro, KY 42303
Wednesday, August 12, 2026	10:00 AM - 3:00 PM	636 U.S. 31 W Bypass Bowling Green, KY 42101
Wednesday, September 16, 2026	10:00 AM - 3:00 PM	2028 W Broadway Louisville, KY 40203
Wednesday, October 14, 2026	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](#)

Update: Evolent UM Cardiology & Oncology Expansion into Medicare LOB

Passport by Molina Healthcare, is expanding its collaboration with Evolent as the administrator of the Cardiology and Oncology Quality Management programs.

What does this mean for providers?

Beginning July 1, 2026, Passport by Molina Healthcare Medicare members ages 18 and older will require authorization from Evolent for the following services ordered by all provider specialties:

- **Cardiology:** Elective diagnostic and interventional cardiovascular services performed in a physician's office, ambulatory setting, outpatient hospital, or *inpatient hospital setting (*professional services only).
- **Oncology:** Oncology-related chemotherapeutic agents, supportive agents, symptom-management medications, and radiation oncology services administered in a physician's office, ambulatory center, outpatient hospital and inpatient hospital setting* (*Chimeric Antigen Receptor [CAR] T-cell therapy only) for the following diagnosis codes: C00-D09.9, D37.01-D49.9, D61.810, D61.82, D63.0, D64.0-64.81, D70.1, D72.822, D75.81.

Evolent's authorization review scope for services above is based on a defined list of applicable CPT and HCPCS codes. Providers should verify PA requirements using [Molina Healthcare's PA Lookup Tool](#) starting July 1, 2026.

Revised Processing for State-Directed Payments

The Department for Medicaid Services (DMS) will be updating the State Directed Payment (SDP) process. Historically, hospitals have received a single SDP payment through the Kentucky Hospital Association. Beginning on July 1, 2026, providers will instead receive payments directly from each Managed Care Organization (MCO).

Providers will continue to receive statements from DMS identifying the SDP amounts to be issued by each MCO. Implementation details are still being finalized, and additional information will be shared as it becomes available. This notice is intended to allow providers time to prepare, if needed, to receive and process payments from all five MCOs.

DMS values its partnership with the Kentucky Hospital Association and hospital providers and looks forward to continued collaboration to improve the health outcomes of the individuals we serve.

[DMS Provider Letter](#)

Policy Updates

Passport routinely reviews our policies to ensure compliance with regulations and correct provider billing and reimbursement guidelines.

Evolut Policy Update:

- Several policies were reviewed and approved by the P&T committee in April of 2026. Policies were approved will be effective for Kentucky on 06/15/2026.

Molina Dental Policy Update:

- The following payment policy was reviewed and approved and will be effective for Kentucky on 06/08/2026
 - Payment Policy 16.01 Criteria for Oral and Maxillofacial Surgery.

Payment Policy Update:

- The following payment policy was reviewed and approved and will be effective for Kentucky on 06/01/2026:
 - Passport Payment Policy 32 -Newborn and NIC

All Molina clinical policies are located at MolinaClinicalPolicy.com. All payment policies for Passport Medicaid can be found on our website at www.PassportHealthPlan.com, click on Health Care Professionals, or by clicking [here](#).

Reducing Auth-Related Claim Denials and Upheld Appeals

Key Focus Areas

- Ensure prior authorization is obtained when required
- Review payer requirements regularly to avoid missed authorizations
- Consider participation with Passport by Molina
 - Certain codes may not require authorization when contracted

Common Denied / Upheld Codes (POS 81)

- 87631
- 87486
- 87581
- 87798

Goal

- Reduce denials and upheld appeals by improving authorization compliance and leveraging payer contract benefits.

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

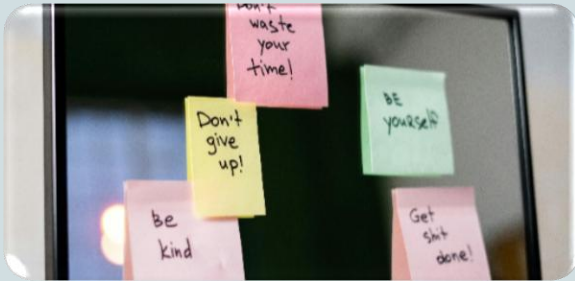
- The U.S. Preventive Services Task Force now recommends mammograms every two years for women aged 40 to 74 who are at average risk for breast cancer.
- This recommendation reflects newer evidence that starting at age 40 offers greater benefit than previously thought.

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

June

- **6/23:** Wellness Visits and Mammograms at Crossroads Treatment Center of Louisville, 1700 Cargo Ct, Jeffersontown, KY 40299, 9:00 – 4:00 EST
- **6/24:** Wellness Visits and Dental at Passport's Louisville OSHC, 2028 West Broadway, Louisville, KY 40203 EST

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.



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!

[Click here](#) or scan QR code
Meeting ID: 281 993 945 629
Passcode: tU38sA



January 6 - December 17
Tuesdays, 12 p.m. EST/11 a.m. CST
Thursdays, 3:30 p.m. EST/2:30 p.m. CST

The 4th Tuesday of each month there will be a special topic with a guest speaker. Hop on to find out more information!

- January – American Cancer
NOTE: This session starts at 12:30 p.m.
- February – Heart Health
- March – Nutrition
- April – Stress Awareness
- May – Mental Health Awareness
- June – Men's Health
- July – World Hepatitis Day
- August – National Immunization Awareness
- September – Suicide Prevention
- October – Breast Cancer Awareness
- November – Smoking Cessation Information
- December – The Influenza Vaccination – (will be on the 3rd Tuesday)

Spanish Session (virtual)
Wednesdays, 12 p.m. EST/ 11 a.m. CST

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

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

Community Engagement – Advocate Information Sessions

Session dates and times:

Mondays

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

Sessions run every Monday except holidays.

Questions?

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



How to join a virtual session:

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

Meeting ID:
281 993 945 629

Passcode:
tU38sA



Join us for a 30-minute advocate information session! These sessions will take place virtually, so it's easy to attend. Learn more about Passport's Medicaid health plan benefits and rewards, including vision and dental. We'll also share ideas on how we can help you as advocates.

There's no need to sign up ahead of time. Just click the link or scan the QR below to join at a time that works best for you!

May eNews



[Revised Processing for State-Directed Payments](#)



[Electronic Visit Verification Resubmission Tool Guide](#)



[Expanding Cardiology & Oncology Programs with Evolent](#)



[Evolent May Policy Updates](#)



[Molina Dental Policy Update](#)



[New Prior Authorization Guidance](#)



[Payment Policy Updates](#)

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](#)