

PROVIDER NEWSLETTER

A newsletter for Passport Health Plan by Molina Healthcare

Third Quarter 2022

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NPPES Review for Data Accuracy

Please review your **National Provider Identifier (NPI)** data in the **National Plan & Provider Enumeration System (NPPES)** as soon as possible to ensure that accurate provider data is displayed. Providers are legally required to keep their NPPES data current.

Centers for Medicare & Medicaid Services (CMS) encourages Medicare Advantage Organizations to use NPPES as a resource for our online provider directories. By using NPPES, we can decrease the frequency by which we contact you for updated directory information and provide more reliable information to our members.

When reviewing your provider data in NPPES, please update any inaccurate information in modifiable fields including provider name, mailing address, telephone and fax numbers, and specialty, to name a few. You should also make sure to include all addresses where you practice and *actively* see patients and where a patient can call and make an appointment. Do not include addresses where you *could* see a patient, but do not actively practice. Please remove any practice locations that are no longer in use. Once you update your information, you will need to confirm it is accurate by certifying it in NPPES. Remember, NPPES has no bearing on billing Medicare Fee-For-Service.

If you have any questions pertaining to NPPES, you may reference NPPES help at [NPPES.cms.hhs.gov](https://www.cms.gov/nppes).

Clinical Policy Update Highlights from Second Quarter 2022

Passport Health Plan by Molina Healthcare Clinical Policies (MCPs) are located at www.molinaclinicalpolicy.com. The policies are used by providers as well as medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC). The second quarter 2022 updates are noted below.

The following new policies were approved:

- Carvykti (ciltacabtagene autoleucel)
- Gastric Electrical Stimulation
- Gender Affirmation Treatment and Procedures
- Occupational Therapy
- Prescription Digital Therapeutics
- Shoulder MRI

Please note the name change of the following existing policies:

- Steroid-Eluting Sinus Stents and Implants (PROPEL, SINUVA) [formerly SINUVA (mometasone furoate)]
- Minimally Invasive Sacroiliac Joint Fusion (formerly iFuse Implant for Sacroiliac Joint Fusion)
- The following policy has been retired and is no longer available on the website:
- Computer Aided Evaluation Malignancy Breast with MRI and Lung Radiology

Payment Solutions Now with Change Healthcare



Passport has partnered with payment vendor **Change Healthcare**, which is replacing ProviderNet, to disburse all payments and payment support via the **ECHO Health (ECHO)** platform.

Access to the ECHO portal is *free* to providers and we encourage you to register after receiving your first payment from Passport.

The ECHO payment platform offers enhanced functionality to better serve Passport providers such as e-check and virtual card (where

available). Additionally, 835's will be generated and available to you for every transaction. You will also have access to yearly 1099's directly through your account.

ECHO support is available to answer questions regarding registration and 835's. They can be contacted at **(888) 834-3511**.

Login or register for the ECHO payment platform today: providerpayments.com/Login.aspx

Post-Traumatic Stress Disorder (PTSD) Awareness

Post-Traumatic Stress Disorder (PTSD) is an anxiety disorder developed by some people who have been exposed to an event that threatened serious harm or death. It can present with sleep disturbance, irritability and angry outbursts, avoidance of places or events that are reminders, recurrent dreams about the event, intense reactions to reminders of the event and can lead to relationship issues and isolation.



This was initially noticed primarily in veterans; however, it can affect anyone at any age, generally affecting approximately 12.5% of the population in primary care. Younger children can present differently, exhibiting symptoms such as wetting the bed after toilet training, regressions in speech, reenacting the event during playtime and being atypically clingy to parents and other adults. Symptoms typically arise within 3 months of the event occurrence but can be delayed.

Medication and psychotherapies are the primary forms of treatment for PTSD and often the primary care provider (PCP) is the first professional that people talk to about these symptoms arising. If you have a patient who needs screening for PTSD, the National Center for PTSD offers this five question screening tool: [Primary Care PTSD Screen for DMS-5 \(PC-PTSD-5\)](#)

Additionally, the American Psychological Association provides information for patients and families that can help them understand what they are going through available [HERE](#).

References:

1. [VA PTSD Reference](#)
2. [Youth.gov PTSD Reference](#)
3. [Harvard Review of Psychiatry PTSD in Primary Care: Summary of Recommended Care](#)
4. [NIMH.nih.gov](#)

Helping Your Patients Shouldn't Stop When You Leave Your Office

Now it doesn't have to.

Passport is proud to introduce **Molina Help Finder** – a new, one-stop resource, powered by **findhelp** – that assists Passport members in finding the resources and services they need, when they need them, right in their communities.

With Molina Help Finder, providers can also refer patients in real time right from your [provider portal](#).

Simply search by category for the types of services needed, like food, childcare, education, housing, employment and more. Results can then be narrowed by applying personal and program-specific filters.



If you have any questions about Molina Help Finder, reach out to your local Provider Services Representative. You can also visit MolinaHelpFinder.com to learn more.

Importance of Metabolic Monitoring of Antipsychotic Medications

The Molina Healthcare National Pharmacy and Therapeutics committee would like to remind providers about **the importance of metabolic monitoring of antipsychotic medications.**

Patients taking antipsychotic medications are a population at increased risk for metabolic problems such as diabetes, hyperlipidemia, hypertension or obesity. **These metabolic effects may occur in any patient, but are particularly concerning in children and adolescents, drug-naive patients, or patients with first-episode schizophrenia.**



The first consensus guideline was released in 2004, by the **American Diabetes Association** and endorsed by the **American Psychiatric**

Association (APA), and the **American Association of Clinical Endocrinologists**. It recommended metabolic screening for children and adolescents. Since that time, there have been several data reports to suggest metabolic monitoring of antipsychotic medications is only occurring in roughly 35% of patients.

Based on recommendations from the APA, patients should have the following assessments four months after initiating a new treatment, and annually thereafter: fasting blood glucose, or hemoglobin A1C and lipid panel. Some reasonable strategies to overcome the barriers associated with adherence to monitoring include engaging patients or caregivers in a self-management strategy to enhance their own monitoring, ensuring patients have a scale, and encouraging healthy behaviors. Ordering laboratory tests in a timely manner and communicating these expectations with the patient and/or caregiver during the visit may help to increase patient adherence as well.

Within the past year you may have received educational notifications from Passport to support metabolic monitoring where Passport believes a member can benefit from an improved quality of care.

References:

1. American Psychiatric Association. (2020). The American Psychiatric Association Practice Guideline for the Treatment of Patients with Schizophrenia. doi: 10.1176/appi.books.9780890424841
2. R.L. Finding et al. (2011) American Academy of Child and Adolescent Psychiatry: Practice Parameter for the Use of Atypical Antipsychotic Medications in Children and Adolescents. [AACAP.org](https://www.aacap.org)
3. Agency for Healthcare Research and Quality: Metabolic Monitoring for Children and Adolescents on Antipsychotics. AHRQ Publication No. 14(18)-P011-2 (2/2018) [AHRQ.gov](https://www.ahrq.gov)

2022 Passport Health Plan Model of Care Provider Training

In alignment with requirements from the Centers for Medicaid & Medicare Services (CMS), Passport Health Plan requires PCPs and key high-volume specialists, including **cardiologists, gastrologists, and psychiatrists**, to receive training about Passport's Special Needs Plans (SNPs) Model of Care (MOC).

The SNPs MOC is the plan for delivering coordinated care and care management to special needs members. Per CMS requirements, Managed Care Organizations (MCOs) are responsible for conducting their own MOC training, which means you may be asked to complete separate trainings by multiple insurers.

MOC training materials and attestation forms are available at <https://www.molinahealthcare.com/providers/ky/passportmedicare/resources/training.aspx>. The completion date for this year's training is **December 31, 2022**.

For questions, please call the Provider Contact Center at **800-578-0775** or reach out to your [Provider Services Representative](#).

Is Your Authorization Request Urgent?

Passport renders decisions on prior authorization requests as quickly as a member's health requires. In accordance with CMS and state guidelines, **providers may submit expedited or urgent requests when standard timelines could seriously jeopardize a member's life or health.**



When submitting prior authorization requests, keep the following items in mind:

- **An urgent/expedited service request designation should be used only when** "applying the standard time for making a determination could seriously jeopardize the life or health of the enrollee or the enrollee's ability to regain maximum function." When submitting requests that don't fulfill this definition, please mark them elective/routine in the portal submission process or on the Passport Prior Authorization Request Form if requesting via fax.
- By requesting an expedited/urgent authorization, **providers are asking Passport to make a decision within mandated timeframes.** Because these timeframes are measured in hours rather than days, the provider or provider's office staff must be available to answer any potential questions about the request in a timely manner.
- **Submit all necessary information with the request.** Failure to do so will require Passport to ask for additional information, which could delay the decision. If Passport requests more information, we urge providers to respond immediately to allow Passport to render a decision within the mandated expedited timeframe.
- Passport will provide member prior authorization notification and decisions in accordance with CMS and/or any state guidelines, which may include verbal and written decisions.

Cultural Competency Resources for Providers and Office Staff

Passport Health Plan is committed to improving health equity by being a culturally competent organization. We support and adhere to the [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health and Health Care](#) as established by the Office of Minority Health. Additionally, we work to achieve NCQA's [Health Equity Accreditation](#) in the markets we serve. Cultural and linguistic competency is the ability to provide respectful and responsive care to members with diverse values, beliefs and behaviors, including tailoring health care delivery to meet members' social, cultural and linguistic needs.

Passport's Building Culturally Competent Healthcare: Training for Providers and Staff

Cultural competency can positively impact a patient's health care experience and outcomes. A series of five short cultural competency training videos are available to providers and office staff on the *Culturally and Linguistically Appropriate Resources/Disability Resources* page under the *Health Resources* tab at PassportHealthPlan.com.



Training topics:

- Module 1: Introduction to Cultural Competency
 - The need for cultural competency
 - How culture impacts health care
 - Implicit bias
 - Federal requirements related to cultural competency (Affordable Care Act, Americans with Disabilities Act)
- Module 2: Health Disparities
 - Examples of racial health disparities and health disparities among persons with disabilities
 - Health equity
 - Social determinants of health
- Module 3: Specific Population Focus – Seniors and Persons with Disabilities
 - Social model of disability and accepted protocol and language of the independent living/disability rights movement
- Module 4: Specific Population Focus – LGBTQ and Immigrants / Refugees
 - Health disparities among LGBTQ population
 - Clear communication guidelines for healthcare providers interacting with LGBTQ patients
 - Disparities among immigrant and refugee communities
 - Clear communication guidelines for healthcare providers interacting with immigrant and refugee patients
- Module 5: Becoming Culturally Competent
 - Perspective-taking
 - Clear communication guidelines
 - Tips for effective listening
 - Assisting patients whose preferred language is not English

- Tips for working with an interpreter
- Teach back method
- Passport's language access services

Each training video ranges in length from five to ten minutes each. Viewers may participate in all five training modules, or just one, depending on topics of interest. For questions, please call the Provider Contact Center at **800-578-0775** or reach out to your [Provider Services Representative](#).

Americans with Disabilities Act (ADA) Resources: Provider Education Series

A series of provider education materials related to disabilities is now available to providers and office staff on Passport's website. Please visit Passport's *Culturally and Linguistically Appropriate Resources/Disability Resources* page under the *Health Resources* tab at PassportHealthPlan.com to view the materials.

Resources consist of the following educational materials:

- American with Disabilities Act (ADA)
 - Introduction to the ADA, and questions and answers for health care providers (i.e., which healthcare providers are covered under the ADA; how does one remove communication barriers that are structural in nature; is there any money available to assist with ADA compliance costs)
- Members who are Blind or have Low Vision
 - How to get information in alternate formats such as Braille, large font, audio, or other formats that members can use
- Service Animals
 - Examples of tasks performed by a service animal; tasks that do not meet the definition of service animal; inquiries you can make regarding service animals; and exclusions, charges, or other specific rules
- Tips for Communicating with People with Disabilities & Seniors
 - Communicating with individuals who are blind or visually impaired; deaf or hard of hearing; Communicating with individuals with mobility impairments; speech impairments; and communicating with seniors

For questions, please call the Provider Contact Center at **800-578-0775** or reach out to your [Provider Services Representative](#).

Passport's Language Access Services

Language access services ensure mutual understanding of illness and treatment, increase patient satisfaction, and improve the quality of health care for limited English proficiency patients. **Passport strives to ensure good communication with members by providing language access services.**

Providing language access services is a legal requirement for health care systems that are recipients of federal funds; a member cannot be refused services due to language barriers. Passport provides the following services directly to members at no cost, when needed:

- Written material in other formats (i.e., large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and sign language interpreter services
- Relay service (711)

- 24-hour Nurse Advice line
- Bilingual/bicultural staff

In many cases, **Passport will also cover the cost for a language or sign language interpreter for our members' medical appointments.** Passport members and providers are instructed to call Member and Provider contact centers to schedule interpreter services or to connect to a telephonic interpreter.

Also, Passport's materials are always written simply in plain language and at required reading levels. For additional information on Passport's language access services or cultural competency resources, contact Provider Services or visit PassportHealthPlan.com.

Submitting Electronic Data Interchange (EDI) Claims

Submitting claims electronically through methods like clearinghouses or through the Availity Essentials portal offers many advantages. These include:

- Improved HIPAA compliance
- Reduced operational costs associated with paper claims (printing, postage, etc.)
- Increased accuracy of data and efficient information delivery
- Fewer claim delays since errors can be corrected and resubmitted electronically
- Claims reach Passport faster with the elimination of mailing time

How to submit EDI claims:

A clearinghouse is the easiest way to submit EDI claims to Passport. You may submit EDI transactions through Passport's gateway clearinghouse, **Change Healthcare**, or use a clearinghouse of your choice. If you do not have a clearinghouse, Passport offers additional options for electronic claims submissions. Log onto the Availity Essentials portal at Availity.com/MolinaHealthcare for more information.

Frequently Asked Questions:

- Can I submit COB claims electronically?
 - Yes, Passport and our connected clearinghouses fully support electronic COB.
- Do I need to submit a certain volume of claims to send EDI?
 - No, any number of claims via EDI saves both time and money.
- Which clearinghouses are currently available to submit EDI claims to Passport?
 - Passport uses Change Healthcare as our channel partner for EDI claims. You may use the clearinghouse of your choice. Change Healthcare partners with hundreds of other clearinghouses.
- Which claims EDI transactions Passport Utilize?
 - 837P (Professional claims) and 837I (Institutional claims)
 - 270/271 (Health Care Eligibility Benefit Inquiry and Response)
 - 278 (Health Care Services Review - Request for Review and Response)
 - 276/277 (Health Care Claim Status Request and Response)
 - 835 (Health Care Claim Payment/Advice)

- What is Passport's Payer ID?
 - **Passport Health Plan of Molina Healthcare's Payer ID is 61325.**
- What if I still have questions?
 - More information is available at PassportHealthPlan.com under the EDI tab.

QUALITY CORNER

REMINDER: Passport Pays for Wellness Visits



Passport Health Plan covers and encourages our members to complete wellness visits and preventive screenings!

The annual wellness visit is a conversation between you and your member to discuss their health history, address any concerns, review medications, provide immunizations and perform wellness assessments. It's a great way to learn about your members' present and future health!

Passport's Adult Wellness Visit measure is loosely based on HEDIS and monitors your assigned members 22 years of age or older who have at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

Passport allows KY members to have an annual wellness visit ***any time in the calendar year.***

There is ***no*** requirement to wait 365 days from the last wellness visit.

Provider Action Needed:

- Use the guidelines for Adult Preventive Services Recommendations from the USPSTF ([A and B Recommendations | United States Preventive Services Taskforce](#) (uspreventiveservicestaskforce.org). Following recommendations by both age and gender
- Take advantage of every office visit to promote wellness care. If you cannot get an adult patient in for an annual exam, take advantage of a sick visit to set them up for any preventive care screenings they may need.
- Schedule telehealth appointments to complete wellness visits when appropriate
- Adults need immunizations too! Refer to the CDC/ACIP Adult Immunization Schedule for those 19 and over. [Adult Immunization Schedule by Vaccine and Age Group | CDC](#)
- During the wellness visit, perform all required services and submit the appropriate codes including information regarding the member's chronic conditions, vital signs, and current lab results.



Members may be able to earn gift cards for completing preventive and wellness care by calling **1-877-903-0082** or submitting a Healthy Rewards Form. *Please assist members, as needed. In filling out and submitting the [2022 Healthy Rewards Attestation Form](#).*

For questions, please call the Provider Contact Center at **800-578-0775** or reach out to your **Provider Services Representative**.

We're Making Some Changes, So Keep An Eye Out for What's Coming Soon!

When you receive information from us, you'll notice things look slightly different.

Passport Health Plan by Molina Healthcare is getting a new look – a new logo, new colors, and a new name. Soon, we'll be called Passport by Molina Healthcare.



As we work hard to move to the new look, you might see our old logo on some materials we send you and our new one on others. While we're changing our logo, colors and name, what isn't changing is our commitment to you and your patients, our members.

If you have any questions about this change, we're here for you – don't hesitate to give us a call!

New look. New name. New colors. **Same great health plan.**

Win RetinaVue Camera in Passport's Diabetes Sweepstakes

Diabetes management is a critical Performance Improvement Project topic for Passport members. The prevalence of diabetes in Kentucky is 13.3%, which is above the national diabetes prevalence rate of 10.5%. The Kentucky diabetes prevalence rate places Kentucky as 44th compared to all other states in the U.S.

Diabetic retinopathy is the number one cause of blindness among working age adults. Even though 95% of vision loss cases are preventable with early detection and treatment, only about half of patients with diabetes visit the eye specialist for annual retinal exams.

As part of our efforts to improve diabetic care, Passport is excited to share information about the **Diabetes Sweepstakes** being offered to qualified participating primary care providers for 2022. Passport will be offering qualified providers the opportunity to win a **RetinaVue camera** (pictured here) to perform in-office exams. The deadline to submit an entry form is **December 31, 2022**.



Details:

- Qualifying providers will be eligible to win one (1) of five (5) handheld RetinaVue cameras, with an estimated prize value of **\$10,995**.
- To register for the sweepstakes complete entry form, click [here](#) and submit via email to PHPDiabetesSweepstakes@MolinaHealthCare.Com
- For official rules, click [here](#). For FAQs, please click [here](#).
- If you have questions, please contact your Quality Intervention Specialist or reach out to us at PHPDiabetesSweepstakes@MolinaHealthCare.Com

Maternity Care Now Includes 12-Month Postpartum Period

Kentucky's request to expand Medicaid coverage to a full 12-month postpartum period has been approved by the Centers for Medicare and Medicaid Services (CMS). This is in an effort to improve maternal and child health outcomes across the Commonwealth.



Kentucky joins three other states, California, Florida and Oregon, in recently obtaining approval from CMS to expand postpartum coverage for women, which is critical in addressing health issues that can affect women and children in the period following childbirth.

Passport has a Value-Added Benefits (VAB) program called Healthy Rewards for our Medicaid members, which is designed to reward pediatric and adult members for completing annual preventive health exams, screenings, immunizations and follow-up care.

Passport's VAB program offers a **\$25 gift card** for members that complete a postpartum visit within 7 - 84 days after delivery. Passport also provides **free car seats or booster seats to new moms** who go to a prenatal visit during the first trimester or within 42 days of enrollment.

Passport also has maternity care programs, and a **High-Risk Pregnancy Health Management Program**. The pregnancy program strives to reduce hospitalizations and improve birth outcomes through early identification, trimester specific assessment and interventions appropriate to the potential risks and needs identified. The program does not replace or interfere with the member's physician assessment and care. Passport also has the MOMs postpartum program where all members are called post-delivery.

Mental Health Benefits, SUD and OUD Model of Care Peer Support

Behavioral treatments are effective for a wide range of mental health and substance use disorders. Unfortunately, **many members do not realize the full benefit of these services. Often, they lack confidence in their ability to benefit from treatment.** This lack of hope contributes to not starting

treatment or dropping out of treatment early. Passport is addressing this problem by the innovative use of peer support specialists to engage with members and help connect them to the services they need.

Peer Support Specialists are individuals who have lived experience with mental health or substance use disorders. They are people who have engaged with treatment services and are now experiencing recovery. At Passport, peer support specialists reach out to our members and share their own stories helping to build hope and provide a real-world example that recovery is possible. They can connect with members by phone and, as Covid has eased, in their homes or community settings.

Passport's four Peer Support Specialists work with our members in a variety of ways. Working alongside our case management team, **peer staff can assist with symptom self-management and help members engage in actions that support health and help maintain adaptive behaviors.** Peers support collaboration with health care providers, involvement in treatment decision making, and navigating the provider system.

In addition, peer support staff are an important part of our **Opiate Use Disorder (OUD) Model of Care.** They reach out to members identified through claims as having OUD, but who are not engaged with substance use disorder treatment services. Once connected, peers have been effective at getting members to pursue treatment, connect with local self-help services like AA/NA groups, and provide other assistance. For example, one of our Peer Support Specialist, assisted a member in talking with her employer about how the member's substance use disorder was affecting her job.

Having people with actual experience with substance use and mental health disorders as a part of the service team has been demonstrated to reduce hospitalizations, improve participation in out-patient services, and reduce the overall cost of care.

To make a referral for case management and to access peer support services, you can call **800-578-0775** and select the Care Management option or email CareManagement_KY@passporthealthplan.com.

Nicotine/Tobacco Cessation: Intervention and Improved Outcomes

According to 2020 CDC data, **Kentucky's adult smoking rate was second highest in the country.** We know that when you include other forms of nicotine – dip, e-cigarettes, etc. – **the state's nicotine use is above the national average in most categories.**

The good news is that approximately 8 in 10 individuals who use nicotine products see their PCP each year. Screening for all forms of nicotine/tobacco use should be standard practice for any routine or sick visit. USPSTF recommends prevention counseling for children and teens who have not yet started smoking and cessation counseling for adults who use nicotine products; Bright Futures Periodicity Schedules requires annual



risk assessment by age 11. The 2A+R (Ask, Advise, Refer) and 5A (Ask, Advise, Assess, Assist, Arrange) models were designed to match the busy pace of primary care offices.

Billing for Nicotine Cessation Counseling:

99406 – Smoking and tobacco use cessation counseling visit (3-10 minutes)

99407 – Smoking and tobacco use cessation counseling visit (>10 minutes)

Can be billed in conjunction with an E&M Code and use of 25 Modifier or as a stand-alone visit code.

Nicotine Replacement Therapy (NRT):

Be sure to discuss all cessation options with your patients, including NRT when not clinically contraindicated. Use of NRT can improve quit outcomes. For Medicaid members, a prescription is required for NRT – don't be surprised if patients call your office just to obtain a script. If your patient wants to use NRT in their cessation efforts, make sure you have addressed their prescription needs before the conclusion of your visit.

1-800-Quit-Now:

The state's free cessation quit line for anyone. Patients who call the quit line receive up to 5 coaching calls. Intake call will explore options for quitting and NRT is routinely discussed. This is why it's critical to provide a perception for NRT at the time of the patient's visit or agree to call it in once they have opted for where they will engage in cessation coaching and have a quit date set.

It Matters to Passport Forums Offer Education and Feedback

It Matters to Passport is a unique avenue for our Provider Community to receive education and engage with Passport in real time to solicit feedback and recommendations to improve the provider experience. Recent topics have included *claims and reimbursement, PsychHub, and trauma informed care*.

We offer a variety of ways to share feedback:

- Email: ItMatters@passporthealthplan.com and [It Matters to Passport Suggestion Box](#)
- Attend one of our monthly live forums - visit www.PassportHealthPlan.com/ItMatters to register
- Participate in one of our feedback-style surveys - visit the Feedback Corner of the [It Matters webpage](#) to access



Your feedback is important, and *It Matters to Passport!*

Stay in Touch with Passport eNews and Quarterly Newsletters!



If you missed it the first time...

Simply click [here](#) to see all current and past eNews, or [here](#) to see all quarterly newsletters!

If you need to add someone to our Provider eNews email list, send the information to craig.layne@molinahealthcare.com

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