

# Provider Services

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May 2025



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

We will be offering 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 Services
- Contracting
- Credentialing
- Operations
- Quality
- Utilization Management
- Community Engagement
- DentaQuest

Date	Open House Format	OSHC Location	OSHC Address
Wednesday, May 28, 2025	10 AM-3 PM	Bowling Green	636 U.S. 31 W Bypass Bowling Green, KY 42101
Wednesday, June 25, 2025	10 AM - 3 PM	Covington	1613 Madison Avenue Covington, KY 41011
Wednesday, July 30, 2025	10 AM - 3 PM	Hazard	124 Grand Vue Plaza Hazard, KY 41701
Wednesday, September 24, 2025	10 AM - 3 PM	Owensboro	410 Southtown Blvd Owensboro, KY 42303
Wednesday, October 29, 2025	10 AM - 3 PM	Lexington	127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503

## Prior Authorizations for Behavioral Health Services

Date	Time	Team Meeting
May 7, 2025	10:00 am to 11:00 am	1-332-245-4727 ID: 641 061 351#
May 28, 2025	3:00 pm to 4:00 pm	1-332-245-4727 ID: 520 944 808#
June 11, 2025	3:00 pm to 4:00 pm	1-332-245-4727 ID: 536 423 407#
June 25, 2025	10:00 am to 11:00 am	1-332-245-4727 ID: 691 224 713#
July 16, 2025	10:00 am to 11:00 am	1-332-245-4727 ID: 396 158 963
July 30, 2025	3:00 pm to 4:00 pm	1-332-245-4727 ID: 980 067 226#
August 20, 2025	10:00 am to 11:00 am	1-332-245-4727 ID: 205 641 258#
August 27, 2025	3:00 pm to 4:00 pm	1-332-245-4727 ID: 612 434 366#

Passport is making all Behavioral Health providers aware of new **Prior Authorization Guidance**, which will become effective on **July 1, 2025**.

Behavioral Health services, including Mental Health and additional Substance Use Disorder (SUD) services, will be re-instated for all members, including children, adolescents, and adults.

Over the next few months, we will be hosting virtual training sessions on prior authorizations, which will include reminders on how to submit PA's, what now requires a PA, and contact information should you have questions.

Please join us on one of the dates to learn more about the authorization process.

## Behavioral Health – Mental Health Awareness Month, May 2025

May is Mental Health Awareness Month designed to highlight the importance of mental wellbeing, educate the public, reduce stigma, and promote support for those affected by mental health conditions. Now is a great time to prioritize your own mental health and assist your staff with learning about and supporting mental health care. Below are some excellent resources to help promote mental health awareness during May.

[SAMHSA Tool Kit](#) – Social media posts suggestions; virtual backgrounds; stickers

[Mental Health America](#) – A guide with many varied activities to promote mental health awareness

[National Council for Mental Well-being](#) – Resources for educating the public and learning more.

Remember, 1 in 5 U.S. adults experience mental illness each year and 1 in 6 U. S. youth have a mental health conditions. Mental health affects us all.

## Reminder: Provider Inquiries

### Process Improvement

- We are constantly working to improve our processes.
- To be more efficient and ensure true root cause resolution our team will be required to collect specific information from you to effectively research your inquiries.

### Provider Information Required

- Group NPI
- TIN
- Description of issue
- Call reference number from Call Center (800) 578-0775
- Examples of issue including member name, member ID, DOS, claim ID is available
- Claim numbers if applicable

### Issue Resolution Survey

- Our team is committed to partnering with you to solve inquiries efficiently.
- Your feedback is very important to us.
- Once an issue is resolved our team will send you a quick survey so you can tell us how we did.

# Maternal Assistance Towards Recovery: KY Moms MATR

## KY Moms MATR Program offered through all Community Mental Health Centers in Kentucky.

**What:** A combination of substance use prevention and case management meeting the needs of pregnant and postpartum individuals.

The program offers 3 levels of prevention services and case management to help clients receive the services they need such as substance use prevention education, behavioral health services, connection to community and/or treatment supports, and help to address health related social needs.

**Who:** Any pregnant or <12 months postpartum individual with a substance use disorder diagnosis, has signs/symptoms/screening indicating substance use/misuse, and/or presents with substance use risk factors.

**How:** Any provider can refer a qualifying patient to the KY Moms MATR regional contact. The patient will be contacted within 48 hours of referral receipt by a KY Moms MATR Prevention Specialist, Case Manager, or Coordinator.

Providers can use the following form or KYNECT Resources to make referrals:

[KY Moms MATR Referral Form](#)

[KYNECT Resources: KY-Moms MATR](#)

List of KY Moms MATR regional contacts can be found here:

[KY Moms MATR Service Map and Contacts](#)

### **IMPORTANT**

**KY Moms MATR cannot begin services unless a medical provider (PCP or OBGYN) has confirmed pregnancy/postpartum.**

- KY Moms MATR programs report up to 60-day delays in services.
- Referral form has a section to provide this information.
- Alternatively, the KY Moms MATR staff may outreach providers to confirm diagnosis. Your support in timely confirmation is needed.

For more information: [DBHDID KY Moms MATR Website](#)

## Health Risk Assessments (HRA's)

Passport by Molina Healthcare encourages all members to complete their **annual Health Risk Assessment (HRA)** to help us better understand and support their health needs.

We greatly appreciate any assistance you can provide in helping your patients—who are Passport members—complete their HRA, or in encouraging them to do so. Your support plays a valuable role in enhancing the quality of care and improving health outcomes.

As a token of appreciation, **members who complete the HRA will receive a \$25 gift card.**

The HRA form can be accessed at:

 <https://www.molinahealthcare.com/members/ky/en-us/mem/medicaid/hra.aspx>

**Completed HRAs can be submitted via:**

 Email: [kycaremanagement@molinahealthcare.com](mailto:kycaremanagement@molinahealthcare.com)

 Mail:

Passport by Molina Healthcare  
5100 Commerce Crossings Drive  
Louisville, KY 40229



# Member Value Added Benefits

## Passport by Molina Healthcare offers EXTRA programs to help you stay healthy



To learn more and claim your reward, visit [PassportHealthPlan.com/rewards](https://PassportHealthPlan.com/rewards) or call (833) 986-0072.

### Reward type: General wellness

The details	Who's eligible	The value
Complete a Health Risk Assessment (HRA)*	All members	\$25 gift card credit
Have an annual adult preventative screening visit*	All members ages 22 & older	\$25 gift card credit
Have an annual young adult wellness visit	Members ages 13 - 21	\$50 gift card credit
Have an annual well-child visit*	Members ages 3 - 12	\$25 gift card credit
Have up to 8 well-child visits on time*	Members birth - 30 months old	\$10 gift card credit PER VISIT (max \$80 gift card credit)
Complete an annual dental exam*	All members	\$50 gift card credit
Get a colon cancer screening test* (Frequency dependent on specific screening test received)	Members ages 45 - 75	\$25 gift card credit
Have a follow-up visit within seven days of an inpatient stay (no limits)*: • Medical stays go to PCP • Behavioral health stays go to behavioral health provider or PCP	All members	\$50 gift card credit
Participate in Behavioral Health Case Management Engagement*	Members <21 yrs old enrolled in the SMI/SED CM Care Model who stay engaged 90 days	\$25 gift card credit

### Reward type: Diabetes

The details	Who's eligible	The value
Have a yearly diabetic retinal eye exam*	Members with diabetes ages 18 - 75	\$50 gift card credit
Complete a yearly HbA1c test*	Members with diabetes ages 18 - 75	\$50 gift card credit
Complete Diabetes Self Management Education & Support (DSMES) classes*	All members with diabetes type 1 or 2	\$25 gift card credit

### Reward type: Women's health

The details	Who's eligible	The value
Have a yearly mammogram*	Female members ages 40-74**	\$25 gift card credit
Get a yearly pap test*	Female members ages 21-64**	\$25 gift card credit
Get a yearly chlamydia screening*	Female members ages 16-24**	\$25 gift card credit

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### Reward type: Maternal health

The details	Who's eligible	The value
Go to a prenatal visit during the first trimester or within 42 days of enrollment*	Pregnant moms ages 12 & older	\$100 maternity gift card credit
Attend one postpartum visit 7-84 days after the birth of a baby*	New moms	\$50 maternity gift card credit

### Reward type: Vaccines/immunizations

Up to \$190 in gift card credits for members who complete the following vaccine series\* on or before child's 2nd birthday (provider attestation required)\*:

• Rotavirus (\$10)	• Hep B (\$10)	• PCV (\$10)	• Varicella (\$10)	Influenza (\$100)
• Hep A (\$10)	• Tdap (\$10)	• MMR (\$10)	• Polio (\$10)	• 1st shot (\$50)
	• Hib (\$10)			• 2nd shot (\$50)

Up to \$100 in gift card credits for members who complete the HPV vaccine series:

- 1st HPV, between ages 9-12 years (\$50)
- 2nd HPV, between ages 9-12 years (\$50)

### Reward type: Other rewards

Stay connected and opt-in to email/text reminders as the head of household\* (\$10 gift card credit)

### Value Added Benefit: Reward type: Free phone/data

The details	Who's eligible	The value
A FREE cellphone with unlimited talk, text & data	All members 18 years and older	Free - no cost!
A FREE cellphone with unlimited talk, text & data	Members 16-17 who are: • Pregnant; or • Have a shelter address	Free - no cost!

### Value Added Benefit: Reward type: Weight Watchers

The details	Who's eligible	The value
Get up to 13 weeks of weight watchers digital program free. Members must have approval from their doctor, an email address, and a computer or smart device with internet access.	Members 18 years and older who are approved by their doctor and meet BMI requirements.	\$40 value

### Value Added Benefit: Reward type: GED

The details	Who's eligible	The value
Vouchers to take the GED test free at testing centers and a gift card credit if you pass the exam.	Members ages 18 & older	Exam voucher (up to \$120 value) and \$50 gift card credit for passing

### Value Added Benefit: Reward type: Asthma management

The details	Who's eligible	The value
Members who sign up and complete the 3-month asthma disease management Breathe With Ease® Program	All members in the asthma disease management program	Mattress cover: \$60 value Pillow cover: \$20 value

Some exclusions apply. Benefits subject to change. To qualify, members must have Passport by Molina Healthcare Medicaid. If reward is offered for both Molina Medicaid and Medicare, it can only be claimed once and will be provided by member's primary insurance.

\*Rewards must be claimed within 90 calendar days of receiving the qualifying service and member must be currently enrolled with Passport Medicaid at the time of claiming the reward.

\*\*Members assigned female at birth.





## Community Engagement – Member Information Sessions

### Member Education Sessions offered virtually

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

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

### Spanish Session Virtually – Thursdays

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

### Member Education 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
- Owensboro, 410 Southtown Blvd. Suite 3

### Questions?

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

### Session dates and times

Sessions run January 7 thru December 11, 2025 – except on holidays



### How to join a virtual session:

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

Meeting ID:  
281 993 945 629

Passcode:  
tU38sA



Please join us for a 30-minute member information session! These sessions will take place in person and virtually, so your members can choose how they would like to attend.

There's no need for members to sign up ahead of time; members can click the link below at the time that works best for them.

[Link](#) to Member Information sessions flyer

[Link](#) to Member Information sessions flyer on Passport website

## Community Engagement OSHC Events – May 2025

OSHC Location	Event / Date
<b>Bowling Green OSHC</b> 636 U.S. 31 W Bypass Bowling Green, KY 42101	<ul style="list-style-type: none"> <li>• KY Moms Baby Shower – Thursday, May 8<sup>th</sup> from 10am – 12pm CT</li> <li>• 4 Good Community Resource Day – Wednesday, May 21<sup>st</sup> from 9am – 11am CT</li> <li>• Nutrition Series – Wednesday, May 21<sup>st</sup> from 1pm – 2pm CT</li> <li>• Mobile Dental Clinic – Tuesday, May 27<sup>th</sup> from 9am – 4pm CT</li> <li>• Provider Open House – Wednesday, May 28<sup>th</sup> (time TBD)</li> </ul>
<b>Covington OSHC</b> 1613 Madison Avenue Covington, KY 41011	<ul style="list-style-type: none"> <li>• Fatherhood Class – Wednesday, May 7<sup>th</sup> from 1:30pm – 3:30pm ET</li> <li>• Fatherhood Class – Wednesday, May 14<sup>th</sup> from 1:30pm – 3:30pm ET</li> <li>• Harm Reduction Education and Naloxone Distribution – Monday, May 19<sup>th</sup> from 11am – 2pm ET</li> <li>• Fatherhood Class – Wednesday, May 21<sup>st</sup> from 1:30pm – 3:30pm ET</li> <li>• Community Baby Shower – Thursday, May 22<sup>nd</sup> from 5pm – 7pm ET</li> <li>• Fatherhood Class – Wednesday, May 28<sup>th</sup> from 1:30pm – 3:30pm ET</li> </ul>
<b>Hazard OSHC</b> 124 Grand Vue Plaza Hazard, KY 41701	<ul style="list-style-type: none"> <li>• Youth Mental Health First Aid-In Person Training with KY River Regional Prevention Center – Wednesday, May 28<sup>th</sup> from 9am – 3:30pm ET</li> </ul>
<b>Lexington OSHC</b> 127 Tiverton Way, Suite 128, Unit 4 Lexington, KY 40503	<ul style="list-style-type: none"> <li>• Narcan Training in partnership w/Voice of Hope – Friday, May 2<sup>nd</sup> from 9:30am – 11:00am ET</li> <li>• Narcan Training in partnership w/Voice of Hope – Friday, May 9<sup>th</sup> from 9:30am – 11:00am ET</li> <li>• Narcan Training in partnership w/Voice of Hope – Friday, May 16<sup>th</sup> from 9:30am – 11:00am ET</li> <li>• Narcan Training in partnership w/Voice of Hope – Friday, May 23<sup>rd</sup> from 9:30am – 11:00am ET</li> <li>• Narcan Training in partnership w/Voice of Hope – Friday, May 30<sup>th</sup> from 9:30am – 11:00am ET</li> </ul>
<b>Owensboro OSHC</b> 410 Southtown Blvd Owensboro, KY 42303	<ul style="list-style-type: none"> <li>• 4 Good Community Resource Day – Friday, May 2<sup>nd</sup> from 12pm – 2pm CT</li> <li>• Baby Shower – Tuesday, May 20<sup>th</sup> from 12pm – 2pm CT</li> </ul>

## Appendix - April eNews



[Provider Bulletin Provider  
Billing / Reimbursement  
Updates](#)



[2025 Medicare Model of  
Care Training Now  
Available](#)

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

## 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
- Corrected Claim Reimbursement
- Critical Care Codes when Discharging Home
- DRG Clinical Validation
- 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
- Newborn and NICU
- Observation Reimbursement Policy
- Optum Pause and Pay
- Outpatient Definitive Presumptive Drug Testing Medicaid Medicare
- Split Night Sleep Study
- Sterilization
- Therapeutic Behavioral Health Services H2019\_H2020
- Timely Filing Reimbursement Policy

*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 - 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: TBD

## 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

- [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.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: Availity](#)

[Passport  
Advantage](#)

[Marketplace](#)

[KHIE](#)