

# It Matters to Passport Monthly Provider Forum

May 26, 2021



**PASSPORT  
HEALTH PLAN**  
BY MOLINA HEALTHCARE

# Agenda



- Program overview
- How to get involved
- Upcoming It Matters to Passport forum dates
- Feedback corner
- Success stories
- Important reminders and updates
- Open forum/provider feedback

# Commitment to Provider Satisfaction

It Matters to Passport is a unique avenue for Passport and our Provider Community to engage with each other in real time to:

- Provide Education
- Solicit feedback and recommendations
- Simplify the ways providers engage with the Health Plan
- Improve the overall provider experience

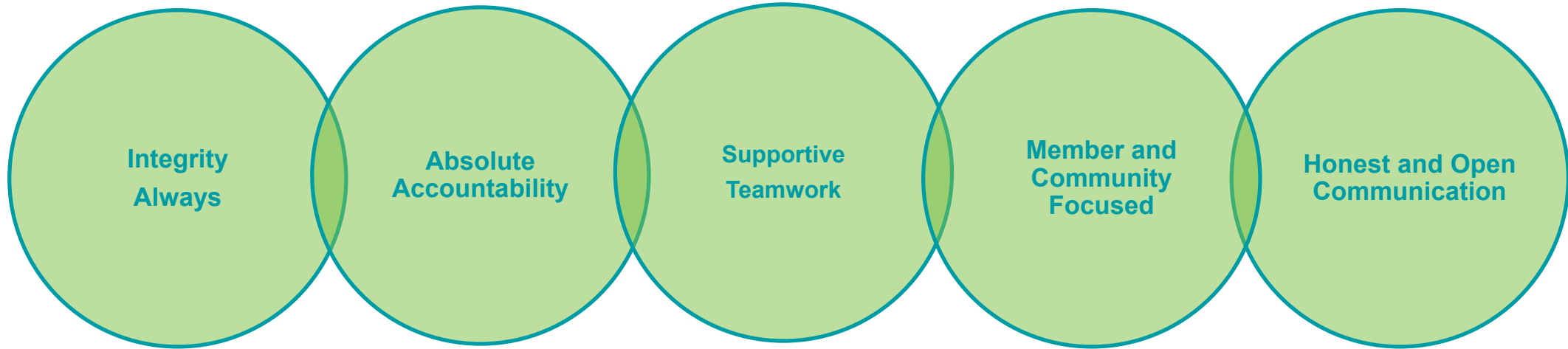


Coming together is a **beginning**. Keeping together is **progress**. Working together is **success**.  
-Henry Ford



# Give us Your Feedback!

To enhance the provider experience and deliver on our values of **integrity always**, **absolute accountability**, **honest and open communication** and **supportive teamwork** we encourage you, our provider community, to let us know what we're doing well and what we could improve on.



Submit your feedback:

- [It Matters to Passport Suggestion Box](#)
- Email us at [ItMatters@passporthealthplan.com](mailto:ItMatters@passporthealthplan.com)
- Attend monthly virtual forums

# Upcoming It Matters to Passport Forum Dates

Join us for one (or more!) of our monthly virtual It Matters to Passport forums. All forums are held from Noon to 1pm EST. Visit [www.PassportHealthplan.com/ItMatters](http://www.PassportHealthplan.com/ItMatters) to register!

Date	Topic
May 26, 2021	Launch!
June 23, 2021	Pharmacy
July 28, 2021	Care Management
August 25, 2021	Behavioral Health
September 29, 2021	Quality
October 27, 2021	Community Engagement
November 17, 2021	EPSDT
December 15, 2021	A Year in Review

Tentative schedule



# It Matters to Passport Feedback Corner

The Feedback Corner provides additional opportunities to submit feedback to Passport. Consider participating in one of our listed surveys and keep checking back for more!

[www.Passporthealthplan.com/ItMatters](http://www.Passporthealthplan.com/ItMatters)

## It Matters to Passport

It Matters to Passport is a unique avenue for our Provider Community to engage with the Health Plan in real time to solicit feedback and recommendations to minimize administrative hurdles and simplify the ways providers engage with the health plan to improve the provider experience to better focus on delivering quality patient-centered care. Your feedback is important, and it matters to Passport!

### Contact Us!

We want to hear from you – our provider partners. To submit your feedback email us at [ItMatters@passporthealthplan.com](mailto:ItMatters@passporthealthplan.com) or submit your feedback via our [It Matters to Passport Suggestion Box](#).

### 2021 It Matters to Passport forum schedule:

Join us for one (or more!) of our virtual monthly forums. Forums are held from 12-1pm EST. Links for previous dates will take you to the presentation for that specific forum!

[May 26, 2021](#)

[June 23, 2021](#)

[July 28, 2021](#)

[August 25, 2021](#)

[September 29, 2021](#)

[October 27, 2021](#)

[November 17, 2021](#)

[December 15, 2021](#)

### Feedback Corner

Looking for more ways to provide feedback?

Consider taking one of our brief surveys:

- [It Matters to Passport Suggestion Box](#)
- [Provider Training Suggestion Box](#)
- [Provider Newsletter and eNews Feedback](#)



# Success Stories

The program may be new but we have been listening every step of the way!

## **Enhanced Single Sign On Portal Functionality**

Users of the Provider Portal expressed concerns when attempting to submit prior authorization requests via the Provider Portal due to being locked into one TIN. Passport was able to enhance the single sign on functionality allowing users to access multiple TINs, making the prior authorization submission process easier for providers.



# Updates and Reminders

## **Prior Authorization Reinstated June 1, 2021**

As of June 1, 2021 all prior authorization requirements will be reinstated with the exception of behavioral health/substance use disorder and COVID-19 related diagnosis.

## **Reporting Missed or Canceled Appointments**

KY HealthNet now has a panel for entering missed and canceled appointments in an effort to reduce cases. Members are prohibited from being charged missed/canceled appointment fees.

## **Presumptive Coverage Ending June 30, 2021**

Due to COVID-19 Kentuckians under the age of 65 who did not have health insurance were given the chance to get temporary coverage (presumptive eligibility) under Kentucky Medicaid. The temporary Medicaid program will end on June 30, 2021.





# Open Forum

- Use the chat box to submit your feedback!
- If you would like to have a Provider Representative reach out to you, please provide your name, TIN and email address
- If you wish to send a question privately to the host select 'Host' from the 'To:' dropdown:

To: 

Everyone

Enter chat message here

- Please refrain from posting member PHI in the chat box.



**Thank you** for participating in the  
It Matters to Passport kick-off forum!

Don't forget to check us out at  
[www.Passporthealthplan.com/ItMatters](http://www.Passporthealthplan.com/ItMatters)

