Meet the Provider Services Team

Passport by Molina Healthcare maintains a strong commitment to meeting the needs of our providers. Our Provider Services Team is dedicated to enhancing network provider relationships and ensuring that day-to-day experiences with Passport are positive. Passport has designated Provider Services Representatives across Kentucky for all provider types. These are subject matter experts who are available to provide education and orientations for you. Additionally, they partner with our Providers to problem-solve and offer solutions for each practice's individual needs.

Passport also offers a dedicated **Provider Contact Center**, which can be reached by calling **(800) 578-0775**. This line is your resource for claims inquiries, demographic changes, panel inquiries and general questions. Provider Services Representatives can be reached individually as shown below or via **ProviderRelations@PassportHealthPlan.com**.

Territories	Provider services rep	. Area	Provider type	Contact info
Shelley Sl	humaker	All Health Systems in these Areas & Counties: Regions 1, 2 & 4	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(502) 213-8964 Shelley.Shumaker@MolinaHealthcare.co
Crystal Re	oper	All Health Systems in these Areas & Counties: Region 3, Jefferson Co. Zip Codes: 40023, 40041, 40118, 40202, 40203, 40204, 40205, 40208, 40210, 40211, 40212, 40213, 40214, 40215, 40216, 40217, 40218, 40258, 40272, 40291, 40299 Counties: Bullitt, Marion, Nelson, Shelby, Washington Region 5 Counties: Anderson, Franklin, Jessamine & Woodford	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(502) 212-6763 Crystal.Roper@MolinaHealthcare.com
Brittany E	ads	All Health Systems in these Areas & Counties: Jefferson Co. Zip Codes: 40059, 40206, 40207, 40220, 40222, 40223, 40241, 40242, 40243, 40245, 40219, 40228, 40229 & Counties: Breckinridge, Carroll, Grayson, Hardin, Henry, Laure, Meade, Oldham, Spencer, Trimble Region 5 Counties: Owen & Scott	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(502) 212-6734 Brittany.Eads@MolinaHealthcare.com
Krister	Bond	All Health Systems in these Counties: Bourbon, Boyle, Clark, Fayette, Garrard, Lincoln, Madison, Mercer, Rockcastle	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(859) 609-3879 Kristen.Bond@MolinaHealthcare.com
Donna	Moor	All Health Systems in these Counties: Regions 6 & 7 Region 5 Counties: Estill, Harrison, Jackson, Montgomery, Nicholas, Powell CHI/St. Joseph	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(606) 356-5066 Donna.Moor@MolinaHealthcare.com



Territories	Provider services rep.	Area	Provider type	Contact info
Becky	Roberts	All Health Systems in these Counties: Region 8 Region 4 Counties: Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell & Wayne	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(606) 767-5711 Rebecca.Roberts@MolinaHealthcare.com
Statewide Yolanda C	cowherd	Major Health Systems: University of Kentucky, St. Elizabeth's Healthcare, CCHMC, Lifepoint, KPCA IPA, Hospital Corporation of America (HCA), All APCP& TPN Providers	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(502) 212-6703 Yolanda.Cowherd@MolinaHealthcare.cor
Statewide Michele	Clark	Major Health Systems: Baptist Health System, Norton Healthcare, University of Louisville	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in these Regions & Counties	(859) 997-9344 Michele.Clarke@MolinaHealthcare.cor
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