

Welcome to Your New Member ID Card!



Dear Valued Member,

In this mailing you are getting a new Passport Health Plan by Molina Healthcare ID card. You are getting this new ID card because Passport has a new pharmacy program partner called MedImpact.

Please trash your current ID card and begin using this ID card for your healthcare needs.

**Important: Your medicines and pharmacies will NOT change.
Just present this new ID card the next time you go to pick up your medicine!**

What's Changing?

Old ID Card	New ID Card
 <p>Member Name : <Member_Name_1> Medicaid ID#: <Member_ID_1></p> <p>Primary Care Provider (PCP) PCP Name: <PCP_Name_1> PCP Phone: <PCP_Phone_1></p> <p>RxBIN: 004336 RxPCN: MCAIDADV RxGRP: RX5035</p> <p>This card is for identification purposes only and does not prove eligibility for services.</p> <p>EMERGENCY SERVICES: Call 911 or go to the nearest emergency room If you are not sure whether you need to go to the emergency room, call your Primary Care Provider (PCP) or call our 24-Hour Nurse Advice Line. Follow up with your PCP after all emergency room visits. To change your PCP, view eligibility information and more, please visit www.PassportHealthPlan.com. Questions? Please call Passport's Member Services at (800) 578-0603, TTY:711, Monday through Friday, 7:00 am to 7:00 pm EST. 24-Hour Nurse Advice Line: (800) 606-9880, TTY: 711 Behavioral Health Crisis Line: (844) 800-5154 Pharmacists: For Rx Processing Questions, call Caremark (888) 996-0105. Providers: For prior authorization, eligibility, claims or benefits call (800) 578-0775 or visit Provider Portal at www.Availity.com Remit Claims to Passport Health Plan by Molina Healthcare, P.O. Box 7114, London, KY 40742.</p>	 <p>Member Name: <Member_Name_1> Medicaid ID#: <Member_ID_1></p> <p>Primary Care Provider (PCP) PCP Name: <PCP_Name_1> PCP Phone: <PCP_Phone_1></p> <p>RxBIN: 023880 RxPCN: KYPROD1 RxGRP: KYM01</p> <p>This card is for identification purposes only and does not prove eligibility for services.</p> <p>Emergency Services: Call 911 or go to the nearest emergency room. If you are not sure whether you need to go to the emergency room, call your Primary Care Provider (PCP) or call our 24-Hour Nurse Advice Line. Follow up with your PCP after all emergency room visits. To change your PCP, view eligibility information and more, please visit www.PassportHealthPlan.com. Questions? Please call Passport's Member Services at (800) 578-0603, TTY: 711, Monday through Friday, 7:00 am to 7:00 pm EST. 24-Hour Nurse Advice Line: (800) 606-9880, TTY: 711 Behavioral Health Crisis Line: (844) 800-5154 Pharmacy Program Phone Numbers: Member and Provider Assistance (24/7): (800) 210-7628 Clinical / Prior Authorizations Only: (844) 336-2676 Providers: For prior authorization, eligibility, claims or benefits call (800) 578-0775 or visit Provider Portal at www.Availity.com Remit Claims to: Passport Health Plan by Molina Healthcare, P.O. Box 7114, London, KY 40742. EDI Submission Payer ID: 61325</p>



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WWW.PASSPORTHEALTHPLAN.COM

Important Information:

- **Starting July 1, you should start calling MedImpact with any questions about your medicines or pharmacy benefits.** Their phone number is **(800) 210-7628** and they are open 24/7. Before July 1, you should continue to call Passport Member Services at (800) 578-0603 (TTY: 711) with questions.
- **You can access your ID card 24/7 on Passport's NEW Mobile App, My HealthInHand!** Download this from the App store today.
- **You can change the Primary Care Provider (PCP) listed on your ID card at any time!** Here's how:
 - Call Member Services at the number below.
 - OR-
 - Log onto our member portal at www.mypassporthealthplan.com, available 24/7.
 - OR-
 - Download our *My HealthInHand* mobile app!

Questions?

- If you have any **questions or concerns about your pharmacy benefits or medicines**, you should now call MedImpact 24/7 at **(800) 210-7628**.
- **For all other questions**, call our Member Services Monday-Friday, 7:00 a.m. – 7:00 p.m. EST at **(800) 578-0603** (TTY: 711). You can also send us an email by logging into the member portal or downloading the mobile app.

Thank you for being a Passport member!