

What's On Your Passport ID Card?

Your Passport ID card can do a lot for you! It's the key to using all of the benefits you have as a member. You'll need to show this card at every appointment and at the pharmacy. So let's take a look at what's on the card and what you need to know.

1 The Name of Your Health Plan -

You are a Passport Health Plan by Molina Healthcare member or "Passport" for short.

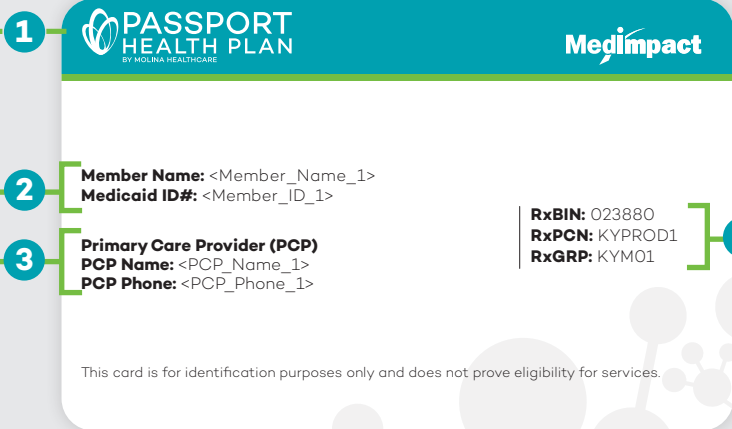
2 Your ID Information -

Your name or the name of the person covered and the Medicaid ID number given by the state.

3 Your PCP Info -

The name and phone number of your primary care provider or "PCP" for short. Your PCP is the main doctor who gives you most of your care and makes referrals.

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4 Pharmacy Info -

The information your pharmacy needs to fill your prescriptions. This includes a Rx BIN, PCN, and GRP number.

5 Emergency Care -

This part tells you who to call if you are not sure if you need to go to the emergency room.

6 Change Your PCP -

This part tells you who to call and how to change your PCP.

7 Phone Numbers to Keep Handy

- **24-Hour Nurse Advice Line** – call for medical advice 24/7
- **Behavioral Health Crisis Line** – call if you are having a mental health crisis
- **Member and Provider Assistance** – call if you have questions about your medicines 24/7
- **Providers / Hospitals** – your providers call this number if they have questions

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- 5 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

Questions or Need a New Card? Call us at (800) 578-0603 (TTY: 711) Monday - Friday, 7 a.m. - 7 p.m. EST.