

# Provider Services

---

February 2025

# Update: 2025 Value Added Benefits for Members

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)*: <ul style="list-style-type: none"> <li>• Medical stays go to PCP</li> <li>• Behavioral health stays go to behavioral health provider or PCP</li> </ul>	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

# Update: 2025 Value Added Benefits for Members

## 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

# Update: 2025 Value Added Benefits for Members

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)\*:

<ul style="list-style-type: none"><li>• Rotovirus (\$10)</li><li>• Hep A (\$10)</li></ul>	<ul style="list-style-type: none"><li>• Heb B (\$10)</li><li>• Tdap (\$10)</li><li>• Hib (\$10)</li></ul>	<ul style="list-style-type: none"><li>• PCV (\$10)</li><li>• MMR (\$10)</li></ul>	<ul style="list-style-type: none"><li>• Varicella (\$10)</li><li>• Polio (\$10)</li></ul>	Influenza (\$100) <ul style="list-style-type: none"><li>• 1st shot (\$50)</li><li>• 2nd shot (\$50)</li></ul>
---	---	---	---	---

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

<ul style="list-style-type: none"><li>• 1st HPV, between ages 9–12 years (\$50)</li></ul>	<ul style="list-style-type: none"><li>• 2nd HPV, between ages 9–12 years (\$50)</li></ul>
---	---

Reward type: Other rewards

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



# Update: 2025 Value Added Benefits for Members

## 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 : <ul style="list-style-type: none"><li>• Pregnant; or</li><li>• Have a shelter address</li></ul>	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

# Reminder: Timely Filing and Resubmissions

## Timely Filing:

Providers are encouraged to submit claims for covered services rendered to members as soon as possible following the inpatient discharge date or date of service. All claims shall be submitted via the approved claim forms and shall include any and all medical records pertaining to the claim if requested by Passport or otherwise requested for claim processing per Passport’s policies and procedures.

Initial Submission (clean claim)	Resubmissions/Corrections
<b>365 calendar days</b> after discharge or the date of service or 365 calendar days after final determination by the primary payer	<b>365 calendar days</b> from the date of service

## Corrected Claims:

Corrected claims are considered to be new claims and must be submitted with the correct coding to denote if it is a replacement of a prior claim or a corrected claim for the 837I or the correct resubmission code for an 837P. Please refer to billing guidelines in the Provider Manual for more information.

## Reminder: ADA

Americans with Disability Act (ADA) prohibits the discrimination against people with disabilities and outlines requirements around access and providing communications in accessible formats like braille, audio and large print.

### Provider Facilities, Equipment and Personnel

- Provider facilities, equipment, personnel, and administrative services must be at a level and quality necessary to perform duties and responsibilities to meet all applicable legal requirements including the accessibility requirements of the Americans with Disabilities Act (ADA).

### OSHC's

- ADA Compliant





# Reminder: How to Read a Passport by Molina EOP

Passport by Molina Healthcare utilizes a standardized template across health plans, with only minor variations based on unique requirements for each region. This document outlines a typical EOP and details the information and values that comprise the document. Every Passport claim payment issued generates an Explanation of Payment (EOP) document.

## Topics covered in document include:

- Understanding Passport by Molina Advances
- Recoupments
- Accessing Advance Explanation of Payments
- ECHO Providerpayments.com search
- Passport by Molina 835



Document can be found under Training and Resources section of our [website](#).



# Behavioral Health and Physical Health

Physical health and behavioral health are closely related and influence each other. For example, diabetes, heart disease, and other physical health conditions can contribute to emotional stress, depression, and anxiety. Mental health conditions and substance use disorders can complicate the treatment of physical health conditions.

For these reasons, behavioral health providers should have a process for screening all members for physical health concerns. If a member has a known or suspected physical health concern, Passport requires that behavioral health providers make a referral to the individual's primary care provider. With the member's permission, behavioral health providers should also send an initial and quarterly reports to the member's primary care provider.

More information about these responsibilities can be found in the [Passport Provider Manual](#).

For additional information about the relationship between physical and behavioral health, see [Centers for Disease Control](#).

# 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 – February 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>Narcan Training with LifeSkills – Tuesday, February 11<sup>th</sup> from 11:00am-12:00pm CT</li></ul>
<b>Hazard OSHC</b> 124 Grand Vue Plaza Hazard, KY 41701	<ul style="list-style-type: none"><li>Expungement Fair (tentative) – Thursday, February 13<sup>th</sup> from 11:30am-1:30pm ET</li></ul>



# Community Engagement - 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



# 2025 Quality Incentives

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

## Appendix - Behavioral Health Seven Day Follow-up Following Psychiatric 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 - 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
- Duplicate Claim Reimbursement Policy
- 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
- 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

*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 - 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](#)