

Provider Services

January 2024

Advanced Imaging Department Provider Bulletin

- **ePortal submissions**
 - Improve processing time from days to potentially minutes
 - Reduce disruptions to member care
 - Real-time authorization
 - Eliminate phone wait time and manual faxes
 - Clinical documentation can be submitted electronically
 - Automated tools to improve efficiency and HIPAA compliance
 - Transparency on prior auth status

Updates and Reminders

EVV

Electronic visit verification (EVV) is an electronic system providers will use to record information when delivering certain in-home or community-based 1915© Home and Community Based Services (HCBS) or **Home Health Care Services (HHCS)**.

- The use of EVV is a requirement of the Cures Act that was passed by Congress in 2016.
- DMS will transfer to EVV on **January 1, 2024**.

Providers have two options for EVV

- Therap is the state-sponsored system providers can use free of charge
- A third-party EVV system or continue using an existing system

For additional information on provider types and service codes, registration requirements, weekly training sessions, access to FAQs, the following links can be used to access the EVV DMS and Therap's website.

- [EVVHHCSProviderGoLiveLetter.pdf \(ky.gov\)](#)
- [Electronic Visit Verification - Cabinet for Health and Family Services \(ky.gov\)](#)
- [Therap for Electronic Documentation for the Kentucky Scheduling/Electronic Visit Verification \(EVV\) \(therapservices.net\)](#)

Updates and Reminders

Provider Revalidation Guidance Reminder

- All enrolled providers must revalidate every 5 years under current screening requirements. Pursuant to 42 CFR 455.450, providers are designated a risk category establishing the requirements the provider must complete to be revalidated.
- A provider has 60 days from the date of this letter to complete the revalidation information using the KY Medicaid Partner Portal Application (KY MPPA). If you do not have a KY MPPA account, visit <https://medicaidsystems.ky.gov/Partnerportal/home.aspx> and click Let's Get Started to create an account.
- Failure to submit a revalidation and supporting documentation within 60 days of this letter may result in your billing privileges being deactivated.
- If you are a provider type that requires payment of an application fee pursuant to 42 CFR 455.460 and have not paid Medicare, payments will be made through the KY MPPA during the revalidation process. If you have already paid the fee to Medicare, proof of payment will be a required upload.

Provider Data Management Update

Universal Enrollment Form Required Effective January 1, 2024

- Effective 1/1/24 we will only accept the new “[Universal Provider Enrollment Form](#)” and “[Provider Information Update Form](#)”.
- If there are new enrollments or updates for multiple providers who are part of the same group, the “[Group Roster Template](#)” may still be utilized.
- An updated “Provider Information Update Form” has been created and must be used for all provider changes and terminations.
- In summary, the “Universal Provider Enrollment Form” or “Group Roster Template” must be used for new providers. For provider changes or terminations, the updated “Provider Information Update Form” or “Group Roster Template” must be completed.
- All forms are available on our website, www.passporthealthplan.com.
- Completed forms should continue to be sent to contracting@passporthealthplan.com for processing.

Availity Essentials: Trainings

We know you've been busy so we're offering a few more training opportunities to fit with your schedule. Join Availity and Molina for Availity Essentials Provider Portal Overview for Molina Healthcare Providers on this date.

- **Tuesday, January 2 @ 3:00 p.m. EST**
- **Friday, January 19 @ 12:00 p.m. EST**

We'll show you how to work with Molina on Availity and access popular Single Sign On (SSO) capabilities. Here's a preview of what you'll learn:

- View and submit claims
- Upload supporting documentation using the Send Attachments feature
- Directly message Molina Healthcare from within the Claim Status and E&B transactions
- Access these SSO capabilities through Molina's Payer Space: Appeals/Correct Claims, Authorizations, Member Roster, HEDIS® Profile, and Reports

Monthly Member Benefit Highlight – Provider Portal

- To access our Provider Online Directory, members visit our website at www.PassportHealthPlan.com and click on Find a Doctor or Pharmacy.
- Providers are encouraged to validate the Provider Online Directory (POD) information at least quarterly for correctness and completeness. For questions or to report data issues within the Provider Directory please contact Passport's Provider Services Team at (800) 578-0775.
- Members can search for doctors and facilities by category of care, specialty, location, panel status, etc.
- Members can browse by category:
 - Medical Care
 - Behavioral Health Including Mental Health and Substance Use Disorder
 - Labs, Imaging or Other Testing
 - Urgent Care
 - Hospital and Other Facilities
 - Medical Equipment and Supplies
 - Home Health and Long-term Care Services
 - Dental
 - Vision
 - Pharmacy

Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- [Corrected Claim Reimbursement policy](#)
- [DRG Clinical Validation](#)
- [Duplicate claim reimbursement policy](#)
- [Early Elective Delivery payment Policy](#)
- [Facility Emergency Department Evaluation and Management leveling](#)
- [Hospital Routine Supplies Services Reimbursement](#)
- [In-Office Lab Policy](#)
- [Intensive Outpatient Therapy for Substance Use Disorders H0015](#)
- [Newborn and NICU](#)
- [Observation Reimbursement Policy](#)
- [Outpatient Definitive Presumptive Drug Testing Medicaid Medicare](#)
- [Self Help Peer Support Services H0038](#)
- [Sterilization](#)
- [Therapeutic Behavioral Health Services H2019 H2020](#)
- [Timely Filing Reimbursement Policy](#)
- [Treatment Plan Development Payment Policy](#)
- [Breast Cancer Genetic Testing Tier 1 vs Tier 2](#)
- [Critical Care Codes when Discharging Home](#)
- [High-Level E/M with Preventive Medicine](#)
- [Hydrolyzed Enteral Formula – Diagnosis](#)
- [Psychotherapy Add-On with High Level E/M](#)
- [Split Night Sleep Study](#)

Appendix - Resources

Provider Contact Center

- (800) 578-0775

Contracting Inquiries

- KY_Contract_Management@MolinaHealthCare.com

Credentialing Inquiries

- Contracting@passporthealthplan.com

Appeals and Grievances

- MHK_Provider_GnA@passporthealthplan.com

Dental Inquiries

- KentuckyProviders@DentaQuest.com

Vision Inquiries

- 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](#)