

Provider Services

November 2023

Updates and Reminders

- Status of Member Open Enrollment for 2024
- DMS will be sending letters to all members letting them know
- Members able to change MCO's every month until December 2024



Updates and Reminders

Modifications to Notification Time Frames

We historically required notification of an acute inpatient admission within 1 (one) business day. In order to allow the provider time to submit adequate clinical information, the Passport Utilization Management Department will allow 2 (two) business days in which providers may notify us an acute inpatient admission. All scheduled admissions require authorization prior to the admission date.

The chart below designates the required time frame in which to submit authorizations to the Passport Utilization Management Department for emergent/urgent inpatient admissions.

For inpatient concurrent review where additional days are required on an existing authorization, providers should submit supporting clinical information on the first non-covered day.

Admission Day	Must Notify Passport UM Dept By:
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday
Saturday	Tuesday
Sunday	Tuesday

Updates and Reminders

Diabetes Sweepstakes

- Passport offered the Diabetes Sweepstakes in 2022 and five qualifying practices won a **RetinaVue camera** to provide in-office exams.
- Passport will be offering the Diabetes Sweepstake again for 2023.
- Participating providers that achieve NCQA 50th percentile for HEDIS measure HbA1c Control (<8.0%) for the measurement year 2023 will qualify for the Sweepstakes
- Qualifying providers will be eligible to win one (1) of five (5) handheld RetinaVue cameras, with an estimated prize value of \$11,450.
- Winners will be announced after final HEDIS results end of May 2024
- [2023 Official Rules](#)
- [2023 FAQs](#)
- [2023 Entry Form](#)



Updates and Reminders

Flu Vaccine

Flu season is upon us! Passport is promoting member education on the importance of the flu shot.

2 Before 2 to Protect From Flu!

- Babies and toddlers need 2 doses of the flu vaccine between the ages of 6 months to 2 years to be fully vaccinated. This is because it is a new vaccine to their bodies. The first dose “primes” their body and the second dose provides the protection.
- Children ages 6 months to 8 years who have never had a flu vaccine need two doses to be fully vaccinated. The second dose can be given in as little as 4 weeks after the first dose.

CAHPS Flu

The CAHPS Annual Flu Vaccine Measure evaluates the percentage of adult patients who received an influenza vaccination between July 1 of the measurement year and the date when the CAHPS Survey was completed (i.e. February-July).

Best Practices:

- Institute a Standing Order Program (SOP) to allow non physician clinical staff to access eligibility for vaccination and vaccinate patients.
- Turn on reminders and/or prompts for the flu vaccine, if on EMR. Review vaccine status in EMR.
- Flag the charts of all patients needing the flu vaccine with a brightly colored sheet, if not on EMR.
- Remind patients that local pharmacies also offer the flu vaccine and that they can receive both a COVID vaccination and flu vaccination at the same time.



The graphic is a vertical rectangular banner with a light green background. At the top left, it features the IKC logo (Immunize Kentucky Coalition) and the Kentucky Department of Health logo. Below these is a circular portrait of Dr. Jeb Teichman, a man with glasses and a white jacket. To the right of the portrait, the text reads: "Join Our Webinar", "October 9th, 2023 12PM-1PM", "Increasing Provider Confidence for Respiratory Season", and "Informing providers of evidence-based information regarding vaccine safety, efficacy, and seasonal updates in effort to increase vaccine uptake." At the bottom right, there is a white button with a right-pointing arrow and the text "REGISTER NOW", and below that, a globe icon followed by the website "www.immunizeky.org".

Watch past webinars
and register for future
events
[HERE](#)

Updates and Reminders

What is Emergency Department Diversion (EDD)?

- Emergency departments are overused for multiple reasons when patients have complex social and behavioral needs which do not require emergency treatment. This can include chronic illness symptom management, mental illness, substance use, prescription refills, housing and food insecurity and overall lack of support and resources.

Passport's EDD Program

- Passport's Emergency Department Diversion program is a care management program that identifies members who overuse the emergency department for nonemergent low acuity and preventable reasons. Case managers then work with these members to find better alternatives for care as well as encourage members to follow up with their PCP.
- As part of this effort, the PCPs or BH professionals for identified members may receive a faxed collaboration form that will give the provider an overview of identified issues leading to ED overutilization, including the number of recent visits, identified health, medication and safety issues, as well as SDOH needs being addressed.
- If you receive one of these forms and have questions or concerns, please contact Case Management at KYCareManagement@molinahealthcare.com.

Updates and Reminders: RSV Monoclonal Antibody Products for Infants

- Nirsevimab (Beyfortus) has been approved for use in young children
- Nirsevimab is available through VFC
- Nirsevimab is a benefit for KY Medicaid members. Non-VFC providers can also submit claims for nirsevimab.
- To prevent infant hospitalization from RSV, Passport hopes that all eligible members receive their appropriate, timely dose.

Age	Dose	Additional Criteria
<8 months old	1 dose nirsevimab	Infants younger than 8 months born during or entering their first RSV season
8-19 months old	1 dose nirsevimab	Infants who are at increased risk for severe RSV and entering their second RSV season

For information on intervention using Palivizumab (Synagis) for children under 24 months, see AAP guidance.

[Healthcare Providers: RSV Immunization for Children 19 Months and Younger | CDC](#)

KY DMS Fee Schedule: All Available RSV Products

Code	Procedure Description	DMS Rate	Effective Date
90378	RSV, Synagis (palivizumab) " <u>Monoclonal Antibody</u> " 50mg, for injection into tissue or muscle.	\$327.21	9/1/2023
90380	RSV, AstraZeneca/Sobi/Sanofi's Beyfortus (nirsevimab-alip) " <u>Monoclonal Antibody</u> " seasonal dose, 0.5ml, for intramuscular use.	\$327.21	9/1/2023
90381	RSV, AstraZeneca/Sobi/Sanofi's Beyfortus (nirsevimab-alip) " <u>Monoclonal Antibody</u> " seasonal dose, 1.0 ml, for intramuscular use.	\$327.21	9/1/2023
90678	RSV, Pfizer's Abrysvo " <u>Vaccine</u> " prefusionF, subunit, bivalent, recombinant, for intramuscular use.	\$320.14	9/1/2023
90679	RSV, GlaxoSmithKline's Arexvy " <u>Vaccine</u> " adjuvanted, for intramuscular use	\$295.80	9/1/2023
90471	Admin of Vaccine/Toxoid products	\$18.10	
96372	Admin of monoclonal	\$18.10	

Updates and Reminders – Electronic Visit Verification

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.

- [Electronic Visit Verification - Cabinet for Health and Family Services \(ky.gov\)](https://www.ky.gov/cabinet/health-family-services/electronic-visit-verification)
- [Therap for Electronic Documentation for the Kentucky Scheduling/Electronic Visit Verification \(EVV\) \(therapservices.net\)](https://therapservices.net)



Provider Data Management Reminders

Turn Around Times

Typical turn around times for common provider data management requests are as follows:

- Credentialing - within 45 days
- Enrollment - within 10 days
- Terminations - within 10 days
- Demographic Changes - within 10 days



For questions regarding provider enrollment activities please contact:



Phone:
(800) 578-0775



In Writing:
Molina Healthcare, Inc
Attn: Credentialing Dept.
P.O. Box 2470
Spokane, WA 99210

Provider Data Management Update

Universal Enrollment Form

KRS 205.532 allowed Kentucky Hospital Association to form the Kentucky Health Alliance to provide credentialing services.

For this venture, KHA subcontracted with Verisys (formally Aperture Credentialing), a well-known name to the industry.

This alliance currently consists of



Provider Data Management Update

Universal Enrollment Form

- New Enrollment Form will be used for all new enrollments/credentialing
- New Universal Facility Form
- Phase in beginning 11/1/23
- Must use new form effective 1/1/24
- eNews forthcoming
- Forms will be posted on our website
- Send completed forms to: contracting@passporthealthplan.com

Request to Add New Provider

Instructions
 Complete this form in its entirety and submit to the contact listed on page 1. Provider will be enrolled in Medicaid lines of business, as reflected in the group's contract. Please make sure to indicate panel status and member capacity for each address in the spaces provided below. An "open panel" will indicate a PCP provider's willingness to accept member assignment from KHA's Credentialing Alliance membership. Panels are only applicable to PCPs.

Does the provider have an executed contract with: Aetna Better Health <input type="checkbox"/> Yes <input type="checkbox"/> No				Molina <input type="checkbox"/> Yes <input type="checkbox"/> No				Wellcare <input type="checkbox"/> Yes <input type="checkbox"/> No			
Practice website*:								<input type="checkbox"/> No website			
Practice email*:								<input type="checkbox"/> No email			
Does this practitioner provide face-to-face direct care services to members in an office setting? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please explain.											

*website and email may be published in payer directory

I. Provider Info

Provider's Full Name (Last, First, Middle)				Title				Start Date		CAQH ID #	
Individual NPI #		Provider Type		Date of Birth		Gender		Medicaid Number - <input type="checkbox"/> pending			
Primary Specialty				Secondary Specialty				Languages Spoken <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other _____			
Primary Taxonomy			Secondary Taxonomy			CDS Issue State		CDS License Number			
States License No. KY _____ OH _____ IL _____ TN _____ IN _____ WV _____ VA _____ MO _____ Other _____						DEA Number - <input type="checkbox"/> pending KY _____ OH _____ IL _____ TN _____ IN _____ WV _____ VA _____ MO _____ Other _____					
Supervising Physician <input type="checkbox"/> NA				Primary Hospital Affiliation - <input type="checkbox"/> No hospital privileges				City, State		Affiliation Start Date	
Name: _____											
or Covering Arrangements (admitting physician or hospitalist group)						Hospital Name (used by admitting physician)					

II. Credentialing Contact Information – Email used for notices regarding credentialing

Credentialing Contact Name		Phone #		Fax #		Email	
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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.

Wednesday, November 15 @ 2:00 p.m. - 3:15 p.m. ET

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 – Member Newsletters

My Health My Life Member Newsletters	What's Inside
Spring 2021	Getting Help with Domestic Abuse Monthly Health Reminders Your Online Portal
Summer 2021	Why Get the COVID-19 Vaccine? Free Phone and Service Member Moments
Fall 2021	Get Your Vaccine and Earn \$100 Children and Lead Don't Mix! We're Here to Help with Substance Abuse
Spring 2022	Earn rewards in 2022 Keeping your personal information safe Why are immunizations so important?
Summer 2022	Should I get the COVID booster shot? End of summer checklist Health Rewards form
Spring 2023	Time to switch doctors? Colon tests can save your life We love our members!

Hey Kentucky!

It's time to **FALL** into a **vaccine** routine!

Protect your loved ones and yourself today by getting **3 vaccines** to help prevent a respiratory **triple**demic this fall and winter.

WHO SHOULD GET VACCINATED?



RSV

- People who are 32-36 weeks pregnant during RSV season*.
- OR-
- Infants entering or born during RSV season*.
- Adults aged 60 and older.



Flu

- Everyone ages 6 months and older.
- Adults aged 65 and older should get a high-dose or adjuvanted flu vaccine, if available.



COVID-19

- Everyone ages 6 months and older should get an updated COVID-19 vaccine. Some groups may need additional doses to stay up to date.

Talk to your healthcare provider or pharmacist today about getting protected against these serious respiratory illnesses.



LEARN MORE

Scan the QR codes or visit:

<https://www.cdc.gov/respiratory-viruses/whats-new/immunization-overview-2023-2024.html>

**Note: Parents and expecting parents should talk to their healthcare provider about which option may be best to offer their infant protection during RSV season. Some children aged 8-19 months who are at increased risk for severe RSV infection may benefit from RSV immunization.*



Pregnant?

Because you are pregnant, it is recommended you receive flu, RSV, COVID-19 and whooping cough vaccines. These respiratory illnesses can be very serious for you and your baby. Talk to your doctor, midwife or pharmacist to discuss your vaccination options to ensure the best protection for you and your baby.

Make **VACCINES** a top priority for you and your baby!

Recommended:



COVID-19



Flu

Recommended at:



Tdap



RSV

(27-36 weeks)

(32-36 weeks)



LEARN MORE:

Scan the QR codes or visit:

<https://www.cdc.gov/respiratory-viruses/whats-new/rsv-update-2023-09-22.html>



<https://www.cdc.gov/vaccines/pregnancy/vacc-during-after.html>



Our #1 Priority is the Health of You and Your Baby



Kentucky Public Health
Prevent. Promote. Protect.



Kentucky Public Health
Prevent. Promote. Protect.

Appendix - October eNews



Verify Your Email to Continue Receiving Passport eNews



Passport's Care Management Program



2023 Q3 Provider Newsletter Now Available

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](#)
- [Inpatient Only Procedures](#)
- [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](tel:(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](#)