

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 by Molina Healthcare member or "Passport" for short.

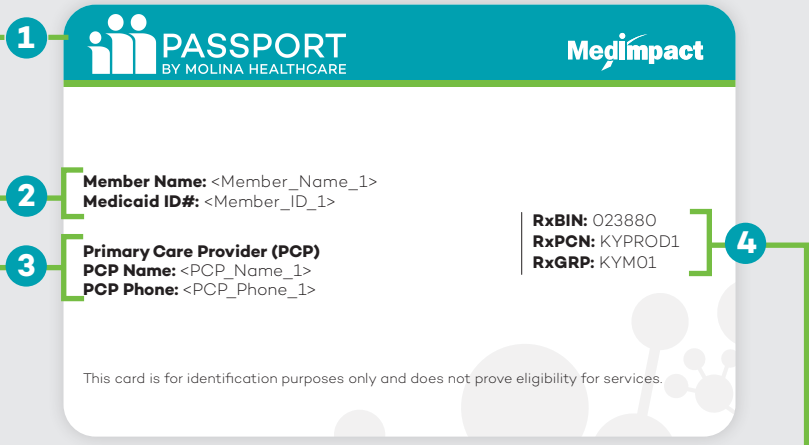
2 Your ID Information -

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.

FRONT



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 calls this number if they have questions

BACK

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.

6 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.

7 **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 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.