

Provider

Alert

Passport
advantage
YOUR CHOICE FOR MEDICARE
MEMBERSHIP IN THE PASSPORT HEALTH PLAN IS REQUIRED TO ENROLL IN THIS SERVICE.

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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: NPI-Related Rejection Issues Resolved

From: Passport Advantage
Sent: November 16, 2009
To: All Passport Advantage Providers

Provider Types Affected:

All Passport Advantage Providers

Background:

Passport Advantage (PAD) providers may have recently received the following message:

"Rendering provider NPI you submitted is not on file. Please correct and resubmit a valid rendering provider ID."

We apologize for any inconvenience this system error may have caused. PAD has corrected this error and claims initially unprocessed may now be resubmitted.

Provider Action Needed:

Please resubmit any claims initially rejected with this message. PAD will reprocess these claims according to our standard procedures.

Questions:

If you continue to experience problems when submitting claims or have questions regarding the claims submission process, please contact the Provider Claims Service Unit at (800) 578-0775.

For all other questions, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

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