

# Provider

# Alert

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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

## Subject: Important Billing and Provider ID Number Changes for Passport Advantage Claims

From: Passport Advantage  
Sent: December 2, 2009  
To: All Passport Advantage Providers

As you know, Passport Advantage (PAD) has historically contracted with Independence Blue Cross (IBC) for claims processing and other administrative services. **Effective January 1, 2010, PAD will change to a new administrative services vendor, ikaSystems.**

### **Provider Action Needed for Services Rendered in 2010**

All PAD claims for services rendered *on or after January 1, 2010*, must be submitted as follows:

- **Electronic (837) Claim Transactions:** All professional (CMS-1500) and facility/institutional (UB-04) claims must contain the **New Payer ID Number: 76569**.
- **Paper Claims:** Must be mailed to Passport Advantage, P.O. Box 152107, Tampa, FL, 33684.
- **All Claims Submitted to Passport Advantage:** Must be submitted using your Passport Health Plan (Medicaid) provider ID number. Please call the Provider Claims Service Unit at (800) 578-0775 or your Provider Relations representative if not familiar with your Passport Health Plan ID number.

Please communicate this important change to your Electronic Data Interchange (EDI) vendor(s) and ensure your systems will implement the new Payer ID and provider numbers for claims containing service dates starting January 1, 2010. Please also share this information with your billing staff.

### **Provider Action Needed for Services Rendered in 2009**

All PAD claims for services rendered prior to January 1, 2010 (including corrected and resubmitted claims) must continue to be submitted as previously established:

- **Electronic (837) Claim Transactions:** Must include the Payer ID numbers **SX154** (Professional/CMS-1500) or **12X24** (Facility/UB-04), respectively.
- **Paper Claims:** Must be mailed to Passport Advantage, P.O. Box 69325, Harrisburg, PA, 17106-9325.
- **All Claims Submitted for dates of service prior to 2010:** Must be submitted using your Passport Advantage provider ID number.

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**The information you need, the speed you want.** Sign up for the Passport Online Information Service (POIS)! Receive important communications from Passport Health Plan and Passport Advantage via this **free** e-mail service. To enroll, visit [www.passporthealthplan.com](http://www.passporthealthplan.com) and click the "POIS Sign Up" option under "News and Information."

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### Other Important Reminders

The Plan's timely filing guidelines continue to apply. Original claims must be submitted within 180 calendar days from the date of service.

Passport Advantage claims will continue to crossover to Passport Health Plan for secondary processing.

### Questions?

Again, we thank you for your patience during this time of transition. We will continue to communicate important information regarding this change. For questions regarding this communication, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

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