

Provider

Alert

Passport
advantage
YOUR CHOICE FOR MEDICARE
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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: Important Changes for Passport Advantage Corrected Claims Submission – Effective January 1, 2010

From: Passport Advantage
Sent: December 15, 2009
To: All Passport Advantage Providers

As recently communicated to you, **Passport Advantage (PAD) will change to a new administrative services vendor, ikaSystems, effective January 1, 2010.** Please share the following information with your billing staff.

Provider Action Needed:

- To submit corrected claims to PAD for services rendered **on or after January 1, 2010**, you must:
 1. **Complete the 2010 PAD Corrected Claims Form**, available by visiting the Provider Center of our web site, www.passportadvantage.org, and choosing "Provider References" from the menu on the left.
 2. **Mail the completed form and corrected claim** to Passport Advantage, P.O. Box 152107, Tampa, FL, 33684.
- To submit corrected claims to PAD for services rendered **prior to January 1, 2010**, please follow the established procedures and continue to:
 1. **Complete the 2009 PAD Corrected Claims Form**, available on the Provider Center of our web site by visiting www.passportadvantage.org, selecting the "Providers" tab, and choosing "Provider References" from the menu on the left.
 2. **Mail the completed form and corrected claim** to Passport Advantage, P.O. Box 69325, Harrisburg, PA, 17106-9325.

Original Claims Submission and Provider ID Changes

For information regarding changes to the submission of original claims and Plan Provider ID numbers, please refer to the recent *Provider Alert* dated December 2, 2009; available on the Provider Center of www.passportadvantage.org.

Questions?

Again, thank you for your patience during this 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 Services department at (800) 578-0775.

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