

Provider

Alert

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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: Important Passport Advantage Changes Effective January 1, 2010 – Member ID Cards and EFT/ERA Services

From: Passport Advantage
Sent: December 23, 2009
To: All Passport Advantage Providers

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

Member ID Card Changes:

New gold ID cards will be distributed to all PAD members by December 31, 2009. The new ID cards include an updated sunflower design **and a change to the PAD member ID number.**

Previously, member ID numbers contained the prefix Q4M, followed by eight digits and a suffix of two zeros. On the new cards, the prefix Q4M will be replaced by a prefix of zero (0), followed by eight digits and a suffix of two zeros.

OLD CARD:



NEW CARD:



Please note, the addition of the Plan type ("HMO") to the member ID card is a requirement of the Centers for Medicare & Medicaid Services (CMS). It does not change any plan benefits or access standards.

Provider Action Needed:

Please continue to verify member eligibility by visiting the Provider Center (Secured Services) of our web site www.passportadvantage.org, by using NaviNet, or by calling our interactive voice response (IVR) system at (800) 578-0775, option 1.

For members who present with an old PAD ID card after December 31, 2009, you may continue to verify eligibility by replacing the Q4M prefix with a single zero (0) and entering the rest of the ID number as it appears.

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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 and click the "POIS Sign Up" option under "News and Information."

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EFT/ERA Services:

For providers already enrolled to receive Electronic Funds Transfer (EFT) and/or Electronic Remittance Advice (ERA) services from Independence Blue Cross (IBC), **you will continue to receive those services from IBC.**

Enrollment instructions to receive EFT/ERA services from our new administrative vendor, ikaSystems, will be provided in an upcoming communication.

Important PAD Transition Reminders:

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. Corrected claims must also be mailed to this address, along with a completed *2010 PAD Corrected Claims Form* (available on the Provider Center of our web site, www.passportadvantage.org, under "Provider References").
- **All Claims Submitted to Passport Advantage:** Must be submitted using your Passport Health Plan 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.

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. Corrected claims must also be mailed to this address, along with a completed *2009 PAD Corrected Claims Form*.
- **All Claims Submitted for Dates of Service Prior to 2010:** Must be submitted using your Passport Advantage provider ID number.

Questions?

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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