

# Provider

# Alert

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**Subject: Correction – Billing Instructions for 2009 and 2010 Critical Access Hospital Stays**

From: Passport Advantage

Sent: February 11, 2010

To: Passport Advantage Critical Access Hospitals

As you may know from recent communications, **Passport Advantage (PAD) changed to a new administrative services vendor**, effective January 1, 2010. The following information is a correction to the communication dated January 14, 2010 ("Billing Instructions for Hospital Stays Spanning Calendar Years 2009 and 2010").

### **Provider Action Needed:**

- Bill all Critical Access Hospital (CAH) stays with dates of service in calendar year 2009 as previously established. Specifically:
  - Utilize the previous PAD Payer ID number for electronic (837) claim transactions: **12X24**.
  - Mail paper claims to **P.O. Box 69325, Harrisburg, PA, 17106-9325**.
  - Include your **Passport Advantage provider ID number** on all claim submissions.
- Bill all claims (including CAH stays) for **2010 services** as follows:
  - Use the new PAD Payer ID number for electronic (837) claim transactions: **76569**.
  - Mail paper claims to **P.O. Box 152107, Tampa, FL, 33684**.
  - Include your **Passport Health Plan provider ID number** on all claim submissions. *(Note: Please contact the Provider Claims Service Unit at (800) 578-0775 or your Provider Relations representative if you are not familiar with your Passport Health Plan Provider ID number.)*

### **Other Important Information:**

New gold ID cards were recently distributed to all PAD members. New ID cards include an updated sunflower design and a change to the PAD member ID number. Previously, member ID numbers contained eight digits. Newly assigned cards will contain nine digit ID numbers, followed by a two digit suffix.

For members enrolled prior to January 1, 2010, the prefix Q4M has also been removed and the member ID number converted to the new format by the addition of a leading zero (0).

### **Questions?**

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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