

# Provider

# Alert

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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

**Subject: Billing Instructions for 60-Day Home Health Episodes Spanning Calendar Years 2009 and 2010**  
**From:** Passport Advantage  
**Sent:** February 12, 2010  
**To:** Passport Advantage Home Health Providers

**On January 1, 2010, Passport Advantage (PAD) changed to a new administrative services vendor.** Please share the following important information with your billing staff.

**Provider Action Needed:**

For sixty (60) day home health episodes of care that began in calendar year 2009 and continue into calendar year 2010, claims will **not be accepted electronically**. Claims for these services **must be submitted using your PAD provider ID number via paper to:**

**Fax:**

(502) 585-6060

ATTN: Lucy Howard, Provider Relations

**-OR-**

**Mail:**

Passport Advantage

ATTN: Lucy Howard, Provider Relations

305 W. Broadway, 3<sup>rd</sup> Floor

Louisville, Kentucky 40202

**Important Reminders for 2010 Services:**

- Electronic (837) claims for all new 2010 services (including 60-day home health episodes of care with 2010 start dates) must be billed with the new PAD Payer ID number, 76569. Paper claims for 2010 services must be mailed to P.O. Box 152107, Tampa, FL, 33684.

Remember to include your Passport Health Plan provider ID number. 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 ID number.

- 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, Lucy Howard, at (502) 585-8348.

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