

Provider

Alert

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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: Electronic Claims Status Inquiries Temporarily Unavailable

From: Passport Advantage

Sent: April 29, 2010

To: All Passport Advantage Providers

Provider Types Affected:

All Passport Advantage Providers

Background:

Passport Advantage (PAD) changed to a new administrative services vendor, effective January 1, 2010. Due to this transition, claims status information for all PAD claims with dates of service on or after January 1, 2010 is **temporarily unavailable** via Secured Services on the Plan's web site.

We are working diligently to integrate the most current information into our web system, and will notify you when this is complete. We apologize for any inconvenience and thank you for your patience as we work diligently to resolve this issue over the next few weeks.

Provider Action Needed:

Please call the Provider Claims Service Unit (PCSU) at (800) 578-0775 to obtain the information described above.

Questions:

For questions regarding this communication, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

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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."