

Provider

Alert

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SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION.

Subject: Electronic Claims Status Inquiries Now Available

From: Passport Advantage

Sent: June 16, 2010

To: Passport Advantage "Professional" Providers

Provider Types Affected:

Passport Advantage "Professional" Providers (billing with the CMS-1500 claim form)

Background:

As communicated in a Provider Alert dated April 29, 2010, claims status information for all Passport Advantage (PAD) claims with 2010 dates of service was temporarily unavailable via Secured Services on the Plan's web site.

Claims status information for PAD "professional" claims is now available.

Provider Action Needed:

You no longer need to call the Provider Claims Service Unit (PCSU) to obtain the information described above.

You may now access claims status information for all PAD claims, including those with 2010 dates of service, via Secured Services at www.passportadvantage.org/provider.

As a reminder, you may also access claims status information by using **NaviNet** – a free, web-based solution for access to electronic transactions through a multi-payer portal. You may access NaviNet via a link from our web site, www.passportadvantage.org/provider.

Please remember, when conducting an inquiry for a PAD claim status, you must search by the servicing physician's ID number (i.e. not the group ID number).

Questions?

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

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