

Provider

Alert

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Subject: Important Billing Changes for Passport Advantage Claims

From: Passport Advantage

Sent: July 16, 2010

To: All Passport Advantage Providers

Provider Types Affected:

All Passport Advantage Providers

Background:

As previously communicated, effective January 1, 2010, Passport Advantage (PAD) changed to a new administrative services vendor, ikaSystems.

This change affected claims for services rendered during 2010. Claims for services rendered prior to 2010 were submitted to the previous vendor. Effective August 1, 2010, ikaSystems will process **all** PAD claims.

Provider Action Needed:

Effective August 1, 2010, all PAD claims (2010 and prior) 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.

Note: As previously communicated, all providers are strongly encouraged to include your Passport Health Plan (PHP) provider ID number in addition to the National Provider Identifier (NPI) on all paper and electronic claims. Please contact the Provider Claims Service Unit at (800) 578-0775 or your Provider Relations representative if not familiar with your PHP ID number.

Questions?

Thank you again for your patience during this time of transition. For questions regarding this communication, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

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