

Passport Advantage  
Provider Manual  
Section 12.0  
Important Contact Information

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**12.1 Passport Advantage Important Contact Information**



# 12.0 Important Contact Information

## 12.1 Passport Advantage Important Contact Information

### Main Switchboard

Telephone: (502) 585-7900

### Web site

[www.passportadvantage.org](http://www.passportadvantage.org)

### Appeals

Submit medical-necessity and administrative appeals to: Passport Advantage  
Attn: Appeals Coordinator  
305 W. Broadway, 3<sup>rd</sup> Floor  
Louisville, KY 40202

Submit all member appeals to: Passport Advantage  
Attn: Member Appeals Unit  
P.O. Box 153098  
Tampa, FL 33684  
Fax: (813) 506-6252

### Case Management

Toll-free: (877) 903-0082

### Claims Filing Addresses:

<u>Claims for Services Rendered in 2010 (&amp; After):</u>	<u>Claims for Services Rendered in 2009 (&amp; Prior):</u>	<u>Correspondence and Medical Records:</u>
Passport Advantage PO Box 152107 Tampa, FL 33684	Passport Advantage PO Box 69325 Harrisburg, PA 17106-9325	Passport Advantage Attn: PCSU 305 West Broadway Louisville, KY 40202

### Drug Coverage Determinations/Prior-Authorization (PA)

Standard Requests Fax Number (866) 369-6038  
Expedited Requests Fax Number (866) 533-5491

### Durable Medical Equipment Prior Authorization Requests

Fax: (502) 585-7990

### Home Health Prior Authorization Requests

Fax: (502) 585-8204

**Interactive Voice Response (IVR)**

Toll-free: (800) 578-0775 option 1

**Mailbox for Providers/Pharmacies**

Telephone: (502) 585-8249

**Medical Authorization**

General Utilization Management (UM) Fax: (502) 585-7989

Durable Medical Equipment (DME) Fax: (502) 585-7990

Home Health/Home Infusion Fax: (502) 585-8204

Skilled Nursing Facility (SNF) Fax: (502) 585-8206

Retro Auth Fax: (502) 585-8207

Therapy Auth (PT, OT, Speech) Fax: (502) 585-8205

**Member Services**

Toll-free: (800) 578-0603 option 1

TTY/TDD: (800) 648-6056

**Pharmacy Benefits Manager Pharmacy Services**

Toll-free: (866) 533-5490, option 1

**Pharmacy Director**

Telephone: (502) 585-8445

**Provider Appeals Related to Medical Necessity**

Submit appeals to:  
Passport Advantage  
Attn: Appeals Coordinator  
305 W. Broadway  
Louisville, KY 40202

**Provider Claims Service Unit (PCSU)**

Toll-free: (800) 578-0775

**Provider Relations Department**

Telephone: (502) 585-7943

Fax: (502) 585-6060

**Provider Services**

Toll-free: (800) 578-0775

TDD/TTY Number: (888) 857-4816

**Retrospective Review**

Fax: (502) 585-8207

**Skilled Nursing Facility Authorization Requests**

Fax: (502) 585-8206

**Transition Triage Team**

Telephone: (502) 585-8227  
Fax: (502) 585-8281

**Utilization Management**

Toll-free: (800) 578-0636  
Fax: (502) 585-7990

**Emdeon Business Solutions Client Services**

Toll-free: (800) 845-6592  
Web site: [www.emdeon.com/epayment/](http://www.emdeon.com/epayment/)

**Vision Care Services (Block Vision)**

Submit claims to: 120 West Fayette Street  
Suite 700  
Baltimore, MD 21201

**Yes, You Can! Quit Smoking Program**

Toll-free: (502) 585-8366  
Fax: (502) 585-8458