

Passport Advantage
Provider Manual
Section 12.0
Important Contact Information

Table of Contents

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

Appeals

Submit medical-necessity and administrative appeals to: Passport Advantage
Attn: Appeals Coordinator
305 W. Broadway, 3rd 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

Telephone: (502) 585-7915
(800) 578-0636, option 1

Claims Filing Addresses:

<u>Claims for Services Rendered in 2010 (& After):</u>	<u>Claims for Services Rendered in 2009 (& 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

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) 585-7986

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/

Vision Care Services (Block Vision)

Submit claims to:

120 West Fayette Street
Suite 700
Baltimore, MD 21201