



## Important Information for Non-Participating Providers

### **Electronic Claim Submission:**

Emdeon (877) 469-3263, option 6

Passport Advantage has been assigned the following payer identification number for all electronic claim transmissions: 76569

### **Paper Claim Submission (for new and corrected paper claims):**

Passport Advantage  
P.O. Box 152107  
Tampa, FL 33684

\*Original claims must be submitted to the Plan within one calendar year from the date when the services were rendered.

### **Submission of Medical Records (when requested for claim processing):**

Passport Advantage  
305 West Broadway, 3<sup>rd</sup> Floor  
Louisville, KY 40202

### **Provider Identification Numbers:**

All providers (contracted and non-contracted) are strongly encouraged to include their Passport Health Plan provider ID number in addition to the National Provider Identifier (NPI) number on all paper and electronic claims. Contact the Provider Claims Service Unit (PCSU) at (800) 578-0775 if you are not familiar with your Passport Health Plan ID number.

### **Member Identification Numbers:**

The entire member identification number must be used with all claims transactions.

### **Important Telephone Numbers:**

|                                       |                          |
|---------------------------------------|--------------------------|
| Provider Claims Services Unit (PCSU): | (800) 578-0775, option 2 |
| Provider Services:                    | (800) 578-0775, option 2 |
| Provider Relations Department:        | (502) 585-7943           |
| Member Services:                      | (800) 578-0603, option 1 |
| Member Services TTY                   | (800) 648-6056           |
| Utilization Management:               | (800) 578-0636           |
| Care Connectors:                      | (877) 903-0082           |
| Contracting Department:               | (800) 585-8357           |