From: Warren, James <James.Warren@MolinaHealthCare.Com>	**Date:** August 16, 2023
To: jpolley@transformationsllc.net	**Time:** 10:22 am
Subject: DO NOT REPLY Provider Welcome Letter	**Size:** 56 KB

8/16/2023

To whom it may concern,

We would like to extend a warm welcome and thank you for joining the Passport by Molina Healthcare (Passport) network. Your contract has been approved and you will be a participating provider on the effective date shown on your executed agreement.

In addition to the tools listed below, your Passport Provider Services Representative (PSR) is available to meet with your office staff and to respond to any questions you may have. If you would like to schedule a meeting with your PSR or have any questions, please send an email to **providerrelations@molinahealthcare.com**.

Your PSR will schedule an appointment with you soon, and any other time as needed, to keep you updated and make sure your office has everything it needs to continue providing high-quality care to our Passport members. If you would like a personal provider orientation session, please contact Provider Services at **providerrelations@molinahealthcare.com**.

Contracted providers are an essential part of delivering quality care to our members. Passport members have certain rights and responsibilities to ensure they get the most out of their health care experience. Visit our website at www.Passporthealthplan.com to view and print the complete Passport by Molina Healthcare Member Rights and Responsibilities statement. For a hard copy and more information, please contact the Provider Contact Center at **1-800-578-0775**.

Provider Portal

Available 24 hours a day, seven days a week, the provider portal through Availity allows our providers to immediately access options such as: member eligibility information; manage member rosters; submit or check the status of a prior authorization request; submit or check status on claims; submit claim appeals; and more.

Visit **www.Availity.com** to register or get answers to frequently asked questions. To access certain Passport-specific functions within the Availity Portal, providers must have their assigned Passport Provider ID that is noted below for your reference. This Provider ID is associated with your "group pay to" Passport Provider ID, not the individual ID.

Passport Provider ID: Amanda Alexander (QMP000006217070)

Network Effective Date: 7/20/2023

Passport Website

Our website, www.passporthealthplan.com contains important information such as: the provider online directory, provider manual, communication updates, prior authorization guide, prior authorization forms, prior authorization code look-up tool, Kentucky Medicaid preferred drug list, frequently used forms, information on registering for electronic payments/electronic remittance advices, and much more.

Webinars

Passport by Molina Healthcare hosts provider webinars several times a year. These free online presentations are open to network providers and staff. Frequent topics include provider orientation, billing, prior authorization, quality improvement, cultural competency, disability sensitivity, and much more. Invitations to attend are sent to providers via Passport eNews, so please insure you are signed-up to receive them.

Communication Updates

Provider communications are distributed to our provider network through eNews and provider newsletters, which are published on our website. Regular topics in provider communications include authorization updates, claims and coding changes, provider/member program opportunities, health/wellness guidelines, billing tips, and updates on procedures or policies.

To sign-up to receive Passport's eNews, please submit your request to **providerrelations@molinahealthcare.com**.

We look forward to working with you and your staff in providing the highest level of health care services to Passport by Molina Healthcare members.

Sincerely,

Nicole Basham

Vice President, Plan Network & Operations

Jeff Chapman

Associate Vice President, Provider Network Management & Operations

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