

# Important contact information

## Providers:

### Passport by Molina Healthcare Website

[PassportHealthPlan.com](https://PassportHealthPlan.com)

### Contracting and Credentialing

PH: (800) 578-0775

[MHINewMarketDevContracting@MolinaHealthcare.com](mailto:MHINewMarketDevContracting@MolinaHealthcare.com)

### Availity Essentials Portal

[Availity.com](https://Availity.com)

PH: (800) 282-4548

Monday–Friday 8 a.m.–8 p.m. ET

### ECHO Health (by Change Healthcare) - EFT/ERA

[ProviderPayments.com](https://ProviderPayments.com)

PH: (800) 946-7758

**EDI Support** PH: (866) 409-2935

**Claims Contact Center** PH: (800) 578-0775

### Appeals and Grievances

FAX: (866) 315-2572

Email: [MHK\\_Provider\\_GnA@MolinaHealthcare.com](mailto:MHK_Provider_GnA@MolinaHealthcare.com)

### Utilization Management

- **Medical and Behavioral Health**

PH: (800) 578-0775

FAX: (833) 454-0641

Online: [Availity.com](https://Availity.com)

- **Transplants**

PH: (855) 714-2415

FAX: (877) 813-1206

- **Radiology**

PH: (855) 714-2415

FAX: (877) 731-7218

- **Medical/Behavioral SA Appeals**

PH: (844) 795-3508

FAX: (866) 315-2572

Email: [MHK\\_Provider\\_GnA@MolinaHealthcare.com](mailto:MHK_Provider_GnA@MolinaHealthcare.com)

### New Century Health - Oncology (18+)

PH: (888) 999-7713- option 6

FAX: Medical Oncology (213) 596-3783

Radiation Oncology (714) 494-8366

[MyNewCenturyHealth.com](https://MyNewCenturyHealth.com)

### New Century Health - Cardiology (18+) Authorizations

PH: (888) 999-7713- Cardiology, option 3

FAX: (714) 582-7547

[MyNewCenturyHealth.com](https://MyNewCenturyHealth.com)

### Care Management

PH: (800) 578-0775

FAX: (800) 983-9160

**Translation Services** PH: (800) 578-0775

### It Matters to Passport Program

[PassportHealthPlan.com/ItMatters](https://PassportHealthPlan.com/ItMatters)

[ItMatters@MolinaHealthcare.com](mailto:ItMatters@MolinaHealthcare.com)

### Provider Services (Provider Relations)

[KYProviderRelations@MolinaHealthcare.com](mailto:KYProviderRelations@MolinaHealthcare.com)

FAX: (502) 585-6060

## Members:

### Member Services

PH: (800) 578-0603 (TDD/TTY: 711)

Monday–Friday 7 a.m.–7 p.m. ET

### 24/7 Nurse Advice Line

PH: (800) 606-9880 (TDD/TTY: 711)

### 24/7 Behavioral Health Crisis Line

PH: (844) 800-5154

## Vendors:

### DentaQuest

[DentaQuest.com/Kentucky](https://DentaQuest.com/Kentucky)

PH: (800) 508-6787

### March Vision

[MarchVisioncare.com](https://MarchVisioncare.com)

PH: (844) 516-2724 (option 2)

### MedImpact

[Kyportal.Medimpact.com](https://Kyportal.Medimpact.com)

PH: (866) 678-7117

### Technical Call Center

PH: (800) 210-7628

(24 hours per day / 7 days per week)

### Prior Authorizations

PH: (844) 336-2676

(8 a.m.–7 p.m. EST / 7 days per week)

### Prior Authorization

FAX: (858) 357-2612

### Pharmacy Paper Claims

FAX: (858) 549-1569

## Compliance:

### Report Communicable Diseases

Kentucky Department for Public Health- Frankfort

PH: (502) 564-3418 or (888) 9REPORT (973-7678)

### Report Fraud, Waste & Abuse

Passport's Compliance AlertLine

PH: (866) 606-3889

Office of Medicaid Fraud and Abuse Control

PH: (877) ABUSE TIP (228-7384)