OneSource and IntelliSource – Support Information, Tips, and Tricks

How do I Contact Customer Support?	**Contact Us** - Top right hand corner of the Passport OneSource homepage and IntelliSource Workcenter. **Email** - customer.support@passporthealth.com All channels are available to our customers 24/7. **Customer Support Hotline** - 866.854.6796 Option 1 - All Eligibility, Claims, Address Verification, Integrated, and IntelliSource questions; Option 2 – Medical Necessity Customer Support Email
What is the Availability of Customer Support?	Customer support is available 24 hours a day - 365 days a year. Live phone coverage is provided Monday through Friday 06:00am CST to 6:00pm CST. After-hours technicians from both Customer Support and Software Development are available 24 hours a day.
Is there Online Help?	Passport publishes a comprehensive list of articles that are available 24/7. You can access our help screens by logging into Passport OneSource or IntelliSource Workcenter and clicking on HELP at the top right hand corner of the home page. If there is not a category that matches your issue, try the Search feature. We are constantly updating our help articles; however if there is a relevant article that you would like us to include, please email our support group.
What information do I need to include in my support request?	Please submit the following information in your requests. Content Questions • Acct/MRN/Encounter number and Passport Reference number • Patient Last Name • User Submitting the transaction • Detailed description of the issue PIC (Pop-up) Issues • Single user or All users affected • PIC Color (white or yellow), • ID or Mapping (HIS Login), • Acct/MRN/Encounter number
How do I add a New User?	There are ways to add new user(s): • Your facility's Client Administrator (i.e., Client Admin) can add new user(s) via the "Client Administrator Tool" • The Client Administrator can email facility name, user name, telephone number, email and user mapping (if integrated) to customer.support@passporthealth.com. • Forward a user list in Excel format that includes the user name, login name, desired temporary password, telephone number, and email address. *Please indicate in the request, any special access or permissions the user(s) will need.

How do I make Account Changes (add users, payers, NPIs, and other products)?	The Self Service Tool and Client Admin Tool allow assigned users at your location to manage an assortment of account management tasks. Below is the list of tasks that can now be performed by the client administrators. Contact customer.support@passporthealth.com to learn more about this tool or training@passporthealth.com to schedule a training session to go over the functionality. Using the Client Admin Tool you can: • Add users • Reset Passwords • Request Workcenter, Credit Card, and Address Verification Permissions Using the Self Service Portal you can: • NPI Maintenance Tab – View, add, edit, delete existing NPI and provider names currently available to your facility • Payer Permissions Tab – View, add, edit, delete, and sort/filter payers your facility already has, wants to add the access or would like to remove access. • User Permissions Tab – View existing users and their associated departments. The ability to update permissions for Address Verification and eCashiering applications is also available (if your facility has contracted for these products) for each user. • Payer Mappings Tab – View, add, edit, delete, and sort/filter payers and their mappings. • User Mappings Tab - View, add, edit, delete, and sort/filter user mappings for integrated products. • Client Mappings Tab – View, add, delete, sort/filter client mappings for billing agencies, central billing offices, etc…
Can I add a group of users?	• Yes. Forward a user list in Excel format that includes the user name, login name, desired temporary password, telephone number, and email address.
How are Pending and Real-Time Transactions processed?	Real-time transactions have a higher priority than pending transactions. That may result in a recently submitted transaction to be processed quicker that a response that is pended once the real-time response becomes available.
My integrated/IntelliSource responses are slow. What do I do?	If your facility is experiencing slower than usual response time, it is helpful for our support group to know if this is isolated to Passport's applications and if the problem is affecting other users. If other programs at your facility are running slower than usual, it could be an issue with your internal network.
I have a question or a discrepancy in my payer response, what do I do?	In order to research a response issue, Passport needs the transaction reference number or date/time/payer/user/patient name from the response in question. If Passport and the Payer responses are different, we also need the payer's response information/example. Please do not email full responses with PHI to customer support. These responses may be faxed to 615.376.3552. Please be sure to include your facility information on the fax.
My payer response does not have the information I need, what do I do?	If you have questions about a particular payer's processes, we encourage our customers to review the payer reference sheets that can be found on our help screens. These articles detail search options, expected response data, and other helpful processing tips. If there is helpful payer information not posted, please send support the information you would like to see published.

How do I correct a payer mnemonic or user mapping error?	If you suspect a payer mnemonic is not mapped correctly, please send the mnemonic and the Passport payer (for example AET10=Aetna) information to customer.support@passporthealth.com. If an integrated user is receiving authentication errors, please send the user mnemonic and user name (JDOE1=John Doe) to customer.support@passporthealth.com. A Client Administrator can also review and update this through the Self Service Portal tool, see the section below.
How do I add a new payer resource?	You can add payers anytime by either choosing Available Payers from the left-hand menu on OneSource or forwarding a request to your facilities Client Administrator. The Client Administrator can also review and update payer resources using the Self Service Portal tool, see the section above.
I keep getting locked out of my credit card window, what do I do?	Users who have the ability to process and/or view sensitive credit card data are locked out of the Passport system after 15 minutes of inactivity due to PCI (Payment Card Industry) compliance standards. If you do not use credit card processing and need to change your lockout settings, customer support can reset your account if there is no credit card processing to a 4-hour timeout.
Why am I getting a Provider ID error?	The most likely reason for an invalid provider ID is that it is not on file with the payer. If you have multiple NPIs, you can test on OneSource. If you find one that works, your client administrator can default the valid NPI using the Self-Service Portal.
How do I add multiple NPIs?	Passport can upload a list of NPIs from an Excel worksheet that includes the Provider's Name, NPI, and optional Tax ID. For single adds see the Self Service Portal section above.
Why does my Medicare response indicate an Unverified NPI?	If a provider has different information on file with their FI or MAC than what they have in the NPPES database, their NPI will be marked as "not verified." Passport verifies every NPI in our database (over 20,000!) every morning. When an NPI is flagged as "not verified" in the CMS NPI verification portal, the provider needs to call their FI or carrier in order to compare the information that the FI has on file for their Legacy ID and the information they submitted to the NPPES database. Providers should specifically pay attention to the Legal or Business name, Address, and Entity/Organization type. If these items do not match, CMS cannot verify their information.
Why do I get a Security Error when I try to use Address Verification?	Passport requires verification of a user's Internet Protocol (IP) address for users accessing Address Verification Full SSN to limit the access to employees logged into a facilities internal network. Typically a larger facility will access the Internet with a *NAT'd or static IP addresses. We can use that range of IP addresses from a facilities network as validation at our firewall. For example, your Hospital may use a range of IP addresses to access the internet from 192.111.111.1 to 192.111.111.228. This information can be obtained from your network administrators. They can contact us with any questions related to this change. Please note that IP addresses can only be added by request of a Client Admin Tool user or security officer.

The Name, Address, and SSN on my Address Verification response doesn't match what was supplied by the patient?	First, never give the patient copies of the AV response. You are contractually prohibited from sharing the AV output with your patients. This is primarily to protect the information which may or may not be the patients' information from un authorized disclosure. The information returned in the AV response is derived from public records and Passport or the partners cannot make changes to the information found in the AV Response. Response data is collected from various sources in order to provide a broad picture of a patient's demographics. Although we use the best demographic resources available, third party information may or may not be completely thorough and accurate. If you suspect a patient's data is being used fraudulently, tell the patient that these are the steps (in order) they should follow. Again, only the patient can make these requests. 1. Contact the three credit bureaus and file a fraud report 2. Review the credit report from each of the Credit Reporting Agencies 3. Contact the Social Security Administration if there is evidence that the person using the patients SSN has established a credit file with any of the three Credit Reporting Agencies