



TRAINING MANUAL

Address Info – Patient Address Verification and Payer Addresses

Welcome to Passport OneSource! This manual is intended to supplement your training with Passport Health Communications. Please remember that Passport offers FREE Online training to your facility at any time.

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Address Info

This section of Passport OneSource will allow you to verify both Patient and Payer addresses and phone numbers. Over the next few pages we will demonstrate the process for using both the Patient Address Verification and Payer Address tools located within the Address Info section.

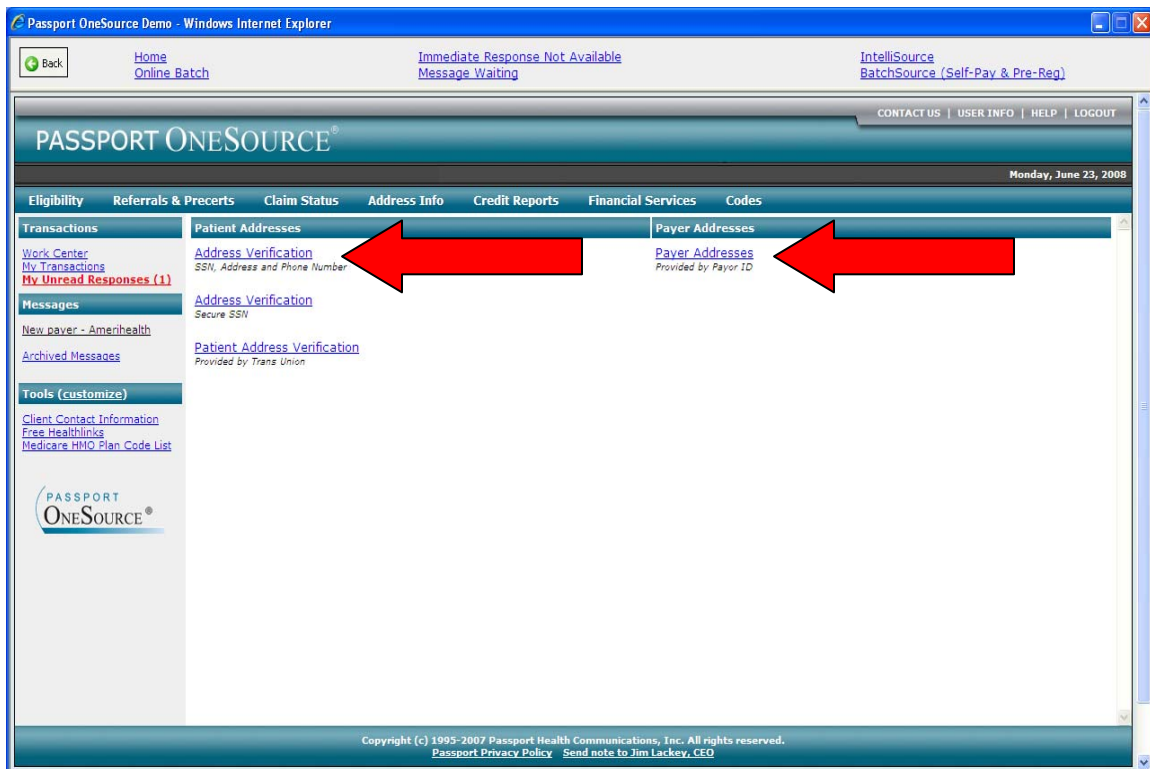
To enter the Address Info section simply click the “Address Info” link.

The screenshot shows the Passport OneSource website interface within a Windows Internet Explorer browser. The browser's address bar displays the URL: https://onesource.passporthealth.com/_members/home/default.aspx. The website's header includes the Passport OneSource logo, navigation links (CONTACT US | USER INFO | HELP | LOGOUT), and the date Friday, June 20, 2008. The main navigation menu features links for Eligibility, Referrals & Precerts, Claim Status, Address Info, Credit Reports, Financial Services, and Codes. The Address Info link is highlighted with a large red arrow. Below the navigation menu, the page is divided into three columns: Transactions, Medicaid, and Commercial. The Transactions column contains links for Work Center, My Transactions, My Unread Responses (1), Messages, and Tools (customize). The Medicaid column lists various state and regional health plans, including Alabama, Arizona, Arkansas, BCBS of Tennessee (BlueCross of Tennessee), CHC Carelink, CHC Carenet, Colorado Access, Connecticut, Delaware, District of Columbia, Florida, Florida Backup, Florida Span of Eligibility, Georgia, Georgia Temporary Backup, Hawaii, Health Net Medi-Cal, Health Partners of Philadelphia, Health Plan of San Joaquin, Healthcare USA (MO), Horizon NJ Health, Idaho, Illinois, and Indiana. The Commercial column lists various health plans, including Aetna, AFTRA Health Fund, Allius Health Plans, American Postal Workers Union, Anthem Health, Anthem Midwest (IN, KY, OH), Anthem Midwest (OH, IN, KY), Anthem Northeast (CT, ME, NH), Anthem Southeast (VA), Anthem West (CO, NV), BCBS of Alabama, BCBS of Arizona, BCBS of Arkansas, BCBS of Florida, BCBS of Georgia, BCBS of Illinois, BCBS of Kansas, BCBS of Louisiana, BCBS of Louisiana Temporary Backup, BCBS of Louisiana, BCBS of Massachusetts, BCBS of Michigan, BCBS of Minnesota, BCBS of Mississippi, BCBS of Missouri, BCBS of Nebraska, BCBS of New Mexico, BCBS of North Carolina, BCBS of Rhode Island, BCBS of South Carolina, BCBS of Tennessee (Out of State), BCBS of Tennessee, and BCBS of Texas. The footer of the website contains copyright information: Copyright (c) 1995-2008 Passport Health Communications, Inc. All rights reserved. It also includes links for the Passport Privacy Policy and a note to Jim Lackey, CEO.

Within the Address Info section you will notice different links: the “Patient Address Verification” links on the left and “Payer Addresses” on the right.

Patient Address Verification is an extremely helpful tool to assist with fraudulent accounts and return mail problems, while Payer Addresses will assist you with accurate locations and phone numbers for payers across the United States.

In order to begin using either of these tools, simply click your desired link.



Address Verification

We will first demonstrate the process to use Patient Address Verification underneath the Patient Addresses section. To begin, simply click the link labeled “Address Verification.”

Patient Addresses	Payer Addresses
Address Verification <i>SSN, Address and Phone Number</i>	Payer Addresses <i>Provided by Payor ID</i>



Once you have clicked the Patient Address Verification link you will be directed to the following search screen.


Immediate response available

NOTICE: Address verification data is confidential. It should not be used or disclosed for any reason other than verification as required within your business processes. [Click here for more detail.](#)

Address Verification

Search Options:

SSN:



New Batch **My Batches** **My Singles**

Items in **BOLD** are required.

Within the Patient Address Verification tool you are given three search options:

1. Social Security Number
2. Name\Address
3. Telephone Number

In order to choose your desired search option, simply click the blue down arrow as displayed below.

Immediate response available

NOTICE: Address verification data is confidential. It should not be used or disclosed for any reason other than verification as required within your business processes. [Click here for more detail.](#)

Address Verification

Search Options: **SSN** ▼

SSN:

Go

New Batch **My Batches** **My Singles**

Items in **BOLD** are required.

*Over the next few pages we will thoroughly demonstrate how to search by each of the three options available. We will begin on the next page by demonstrating how to search by Social Security Number.

Search By Social Security Number

Displayed below is your search form. To search by a Social Security Number, simply choose “SSN” from your Search Options.

***NOTE:** SSN should already be defaulted for you.


Immediate response available

NOTICE: Address verification data is confidential. It should not be used or disclosed for any reason other than verification as required within your business processes. [Click here for more detail.](#)

Address Verification

Search Options:

SSN:



New Batch **My Batches** **My Singles**

Items in **BOLD** are required.

Next, you will enter the patient's Social Security Number in the provided box as displayed below. Only numbers are required. You do not need to enter any hyphens or dashes.


Immediate response available

NOTICE: Address verification data is confidential. It should not be used or disclosed for any reason other than verification as required within your business processes. [Click here for more detail.](#)

Address Verification

Search Options:

SSN:



Items in **BOLD** are required.

Once you have entered the Social Security Number, simply click “Go” or “Enter” on your keyboard.


Immediate response available

NOTICE: Address verification data is confidential. It should not be used or disclosed for any reason other than verification as required within your business processes. [Click here for more detail.](#)

Address Verification

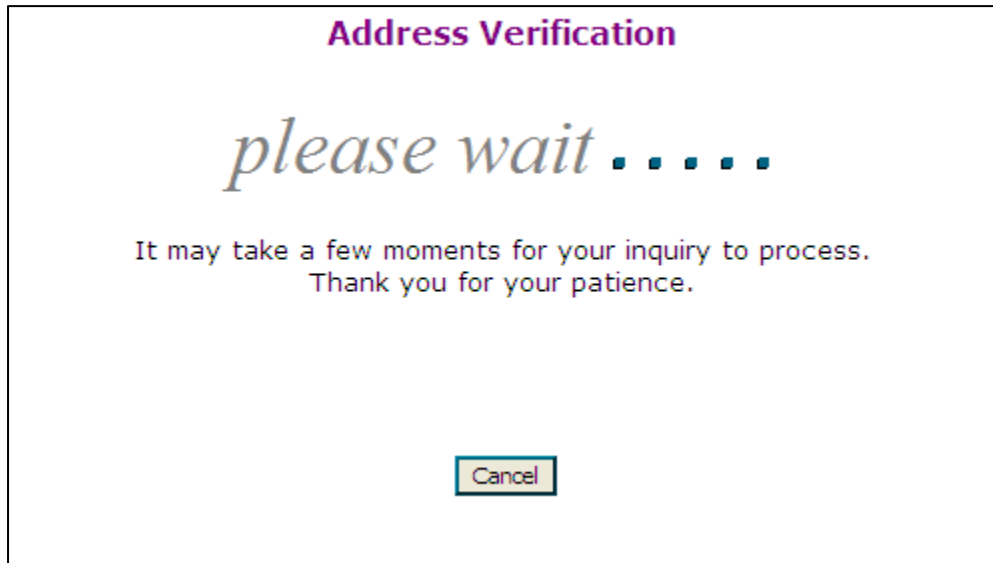
Search Options:

SSN:



Items in **BOLD** are required.

While the response is being sent the following screen will be shown.
The average response time is 3- 6 seconds.



When the response returns it will display as shown on the following page:


This is the search criteria that was entered in the data entry screen.

The green check marks indicate the listing matched in Multiple Datasources.

Last Activity:
This is the last known activity for this patient at this address.

Each Address Verification response will be identified by its own "Passport Reference Number"






Address Verification

SEARCH CRITERIA
SSN: 123-45-6789

MATCHES FOUND: 7


- Shane Smiths**
 ✓ **Address:** 6650 Any St **SSN:** [123-45-6789](#)
 Somewherein, TX 79606-1616 **DOB:**
Phone: (325)555-1212 Smith SMITH **Age:**
Last Activity: Oct 05 - Sep 06
- Shane W Smith**
 ✓ **Address:** 6650 Any St **SSN:** [123-45-6789](#)
 Somewherein, TX 79606-1616 **DOB:** 10/27/1973
Phone: (325)555-1212 Smith SMITH **Age:** 32
Last Activity: Oct 05 - Sep 06
- Shane Smith**
Address: 6650 Any St **SSN:** [123-45-6789](#)
 Somewherein, TX 79606-1616 **DOB:**
Phone: **Age:**
Last Activity: Nov 05 - Jun 06
- Shane W Smith**
Address: Box 123456 **SSN:** [123-45-6789](#)
 Somewherein, AL 09464-8105 **DOB:**
Phone: **Age:**
Last Activity: Feb 02 - Nov 05
- Shane W Smith**
Address: 123 Any St **SSN:** [123-45-6789](#)
 Somewherein, AK 99508-3837 **DOB:** 10/27/1973
Phone: **Age:** 32
Last Activity: Sep 98 - Jan 04
- Shane W Smith**
Address: 456 Some St **SSN:** [123-45-6789](#)
 Somewherein, AK 99506-1909 **DOB:** 10/27/1973
Phone: (907)555-1212 **Age:** 32
Last Activity: Aug 99 - Jul 03
- Shane W Smith**
Address: Box 987 **SSN:** [123-45-6789](#)
 Somewherein, AL 09464-2801 **DOB:**
Phone: **Age:**
Last Activity: Nov 01 - Jan 02


✓ : Matched in Multiple Datasources

NOTICE: This information is intended strictly for the confidential use of the authorized requestor. Any unauthorized use or disclosure of this information is prohibited. In addition, there may be inaccuracies. [Click here for more detail.](#)

Passport Reference Number: 200611234567890

Transaction run on 10/6/2006 at 8:55:50 AM CT by Eric Smith - Health Comms



Search By Name and Address

Displayed again below is your search option screen. To search by a patient name and address, simply choose “Name\Address.”

Immediate response available

NOTICE: Address verification data is confidential. It should not be used or disclosed for any reason other than verification as required within your business processes. [Click here for more detail.](#)

Address Verification

Search Options:

SSN:

Go

New Batch **My Batches** **My Singles**

Items in **BOLD** are required.

Next, the following screen will appear. You will enter your patient's information as displayed below. Notice you are also able to choose both a search radius and a specific age range. These options can assist in finding your patient by allowing you to expand or narrow your search.

Once you have entered the name and address, simply click "Go" or "Enter" on your keyboard.

The screenshot shows a web form titled "Address Verification" with a blue header bar that says "Immediate response available". The form contains several input fields and a "Go" button. Red arrows point to the following fields: "Last Name" (containing "Smith"), "First Name" (containing "Dan" with the text "Partial Name Accepted" below it), "City" (containing "Madison"), "State" (a dropdown menu showing "Tennessee"), "Search Radius" (a dropdown menu showing "0 Miles"), "Age Range" (with "Low" and "High" sub-fields), and the "Go" button (a green circle with a white arrow and the word "Go"). At the bottom of the form are three buttons: "New Batch", "My Batches", and "My Singles". A note at the very bottom states "Items in **BOLD** are required."

Immediate response available

Address Verification

Search Options: Name\Address ▼

Last Name: Smith

First Name: Dan
Partial Name Accepted

Street Address:

City: Madison

State: Tennessee ▼

Zip:

Would you like to narrow your search?

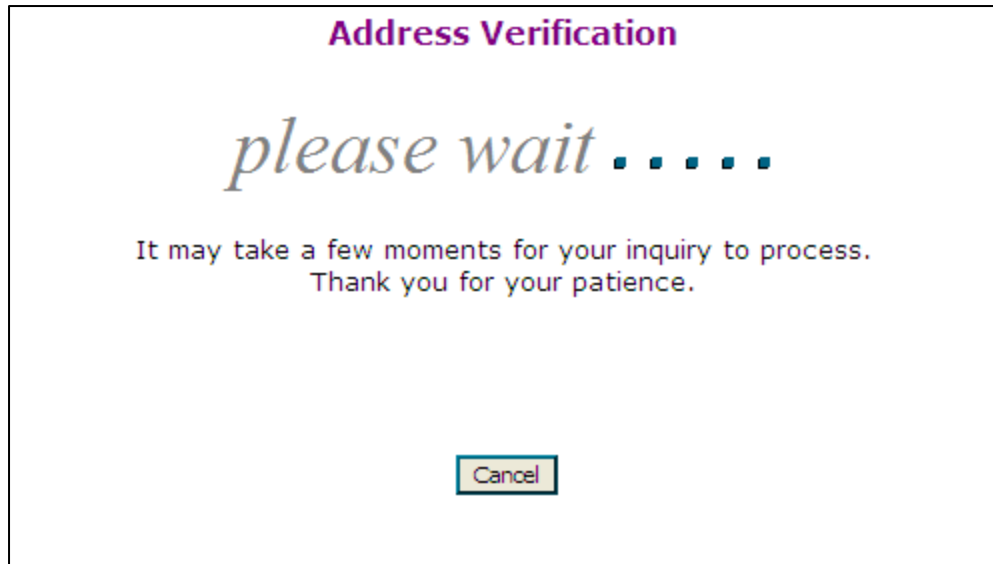
Search Radius: 0 Miles ▼ **Age Range:** Low: High:

Go

New Batch **My Batches** **My Singles**




Items in **BOLD** are required.

While the response is being sent, you will see the following message. The average response time is 3- 6 seconds.



When the response returns it will display as shown on the following page:

*If your facility has chosen to mask the SSN, the last 4 digits of the SSN will not be displayed. However, if your facility has chosen the full SSN feature, the entire SSN will be displayed.



Address Verification

SEARCH CRITERIA
First Name: Dan
Last Name: Smith
City: Madison
State: TN

MATCHES FOUND: 2

1.) Daniel Raymond Smith

Address:	123 Any Ave Madison, Tn 37115-5307	SSN: 123-45-xxxx
Phone:		DOB:
Last Activity:	Sep 04 - Jul 06	Age: 26

2.) Dan Ron Smith

Address:	312 Clarke St. Madison, Tn 37115-5307	SSN: 231-54-xxxx
Phone:	615-897-2424	DOB:
Last Activity:	Sep 05 - Jul 06	Age: 42

✓ : Matched in Multiple Datasources

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Passport Reference Number: 200308123456789

Transaction run on 07/07/2006 at 1:17:49 PM CT by Mark Jones - The Helping Center



Search By Telephone Number

To search by a telephone number, simply choose “Telephone Number” from your Search Options.

Immediate response available

Address Verification

Search Options: Telephone Number ▼

Telephone Number: SSN

Area Code Required Name\Address

Telephone Number

Go

New Batch **My Batches** **My Singles**

Items in **BOLD** are required.

Next, you will enter the patient's phone number in the provided box.

***NOTE:** The area code is required. No dashes or hyphens are needed.

Immediate response available

Address Verification

Search Options:

Telephone Number

Telephone Number:

6155551212

Area Code Required

Go

New Batch

My Batches

My Singles

Items in **BOLD** are required.

Once you have entered the required information simply click “Go” or “Enter” on your keyboard.

Immediate response available

Address Verification

Search Options:

Telephone Number

Telephone Number:

6155551212

Area Code Required

Go

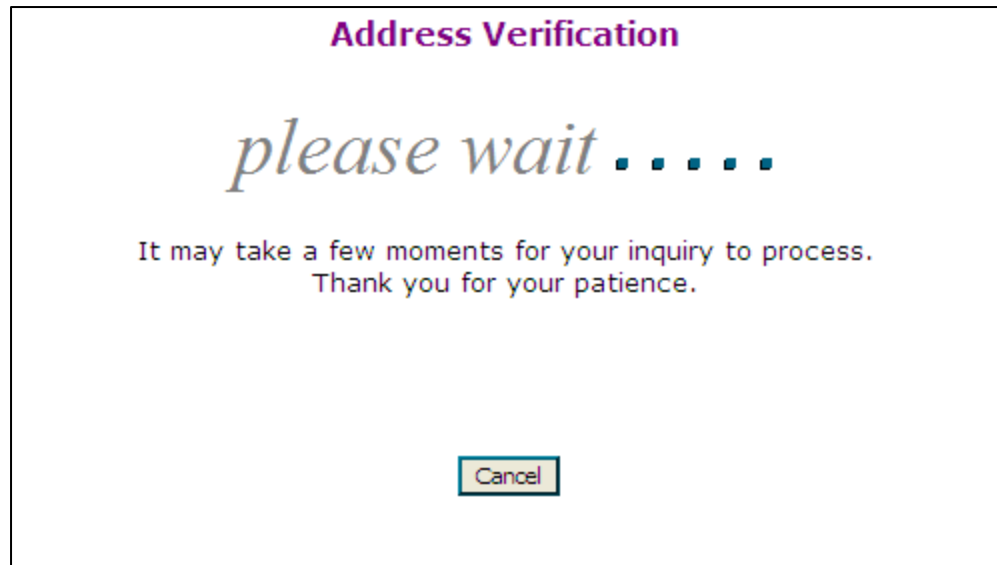
New Batch

My Batches










My Singles

Items in **BOLD** are required.

While the response is being sent, you will see the following message. The average response time is 3- 6 seconds.



When the response returns it will display as follows:

   			
<h2>Address Verification</h2>			
SEARCH CRITERIA			
Telephone: (910)555-1212			
MATCHES FOUND: 4			
1.) Tiffany Smith			
Address:	10 Anystreet Dr Somewherein, Nc 28451-9124	SSN: 123-45-6789	DOB:
Phone:	(910)555-1212	Age:	
Last Activity:	Oct 05 - Jun 06		
2.) Tiffany Smith			
Address:	1006 Hunterstone Dr Apt 301 Somewherein, Nc 28451-9128	SSN: 123-45-6789	DOB:
Phone:	(910)555-1212	Age:	
Last Activity:	Aug 05 - Feb 06		
3.) Joshua T Jones			
Address:	9216 Lower Forty Ln Ne Somewherein, Nc 28451-7972	SSN: 234-56-7890	DOB:
Phone:	(910)555-1212	Age:	
Last Activity:	Nov 02 - Mar 03		
4.) Timothy Brown			
Address:	9216 Lower Forty Ln Ne Somewherein, Nc 28451-7972	SSN: 345-67-8901	DOB:
Phone:	(910)555-1212	Age:	
Last Activity:	Feb 03 - Jun 03		
 : Matched in Multiple Datasources			
<p>NOTICE: This information is intended strictly for the confidential use of the authorized requestor. Any unauthorized use or disclosure of this information is prohibited. In addition, there may be inaccuracies. Click here for more detail.</p>			
Passport Reference Number: 200308123456789			
Transaction run on 08/12/2003 at 2:54:53 PM CT by Reid Miller - Passport Health Communications			
   			

The other section of Address Info is “Payer Addresses.”
Payer Addresses will assist you with accurate locations for payers across the United States.

In order to begin using Payer Addresses, simply click the appropriate link as shown below.



This will open up another window. When your screen refreshes it should appear as follows:

To find a payer name, simply choose the payer and the corresponding state to the right as displayed.

Next, you will choose "Search" to receive a response.

When the response returns it will appear as follows:

***Note that it will return the Payer address(s), City, State, Zip Code, Phone number, and Utilization Review number. If more than one address is returned, the address in bold is the main office.**

PASSPORT HEALTH COMMUNICATIONS, INC. **PAYORID.COM**

· Help · Payors · Employers · Codes · Contact Us ·

Find: Payor 0 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Advanced Search: ☒

Payor Network City Phone Zip Address State Payor Type

Aetna Tennessee All

You may submit your query by clicking the 'Search' button. Street ☐ PO Box ☐ (shaded rows signify main offices)

	Payor	Cms Type	Address	City	ST	Zip	+4	Phone	U.R.	Network
VIEW	Aetna Healthcare	B	PO Box 171823	Memphis	TN	38187	1823	(800) 843-1726	(800) 243-9684	Aetna Healthcare
VIEW	Aetna Healthcare	B	PO Box 171823	Memphis	TN	38187	1823	(800) 843-1726	(800) 243-9684	Primary Choice (Aetna Health Plans)

[<] [<] [>] [>] [Page 1 of 1] Total Records: 2

Payor	Network	Type	Address	City	St	Zip	Phone	U.R.
Aetna Healthcare	Aetna Healthcare	POS	PO Box 171823	Memphis	TN	38187	(800) 843-1726	(800) 243-9684

Agent: Aetna Healthcare

Hospital and Professional Claims; Health Benefits Comments: Hosp & Prof Claims Only Reviewed: 7/20/2006

Hospital NEIC: **60054** Professional NEIC: **60054** ProxvMed Code: **60054 US** OSHPD: State: **1** Favor: **0176**

You may also search by using the “alphabet” at the top.

PASSPORT HEALTH COMMUNICATIONS, INC. [Help](#) [Payors](#) [Employers](#) [Codes](#) [Contact Us](#) **PAYORID.COM**

Find: Payor **0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z** Advanced Search: ☒

Payor Network City Phone Zip Address State Payor Type

Begin your search by entering what information you know about the payor...

Street ☐ PO Box ☐ (shaded rows signify main office)

Payor List **Cms Type** **Address** **City** **ST** **Zip** **+4** **Phone** **U.R.** **Network**

This is the Payor List pane. Click on a letter above or click on "Advanced Search" and enter one or more criteria. [Tips...](#)

[Page 0 of 0] Total Records: 0

Payor **Network** **Type** **Address** **City** **St** **Zip** **Phone** **U.R.**

This is the Profile pane. This is where you will see additional details about the payor when you click the Profile button in the Payor List pane above.

Please be sure and review the Help screens for best use of this product. This payor information has been collected based on input from health plans and users. Based on a specific members location, employer group, or health plan, the payor's mailing address may be different than the information shown. Passport Health Communications and PayorID.com are not be responsible for the accuracy of this information.

Payers will then display that begin with the corresponding letter.

PASSPORT HEALTH COMMUNICATIONS, INC. [Help](#) [Payors](#) [Employers](#) [Codes](#) [Contact Us](#) **PAYORID.COM**

Find: Payor **0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z** Advanced Search: ☐

- M - M& - Ma - MB - MC - MD - Me - MG - MH - MI - MK - MM - MN - MO - MP - MS - MT - Mu - MV - My -

Payors

M Caratan Incorporated	Marietta Memorial Hospital
M Care of Michigan	Marin College
M Care PPO Plus	Marin First Health
M Plan	Marin Individual Practice Association
M Plan of Indiana	Marin IPA Pacificare
M&G Electronics	Marin Medical Foundation
M&J Wilkow Ltd	Marine Engineers Benefit Association
M&W Affiliated	Marine Fireman Trust Fund
Mac Risk Management	Marine Transport Lines
MacDonald Companies, The	Mariposa, County of
Machigonne Benefit Administrators	Maritime Health Services
Machine Phase Systems	Mark Twain St Josephs Hospital
Machine Service	Markel Insurance Company
Machinist District 9 Welfare	Markel Rhulen Underwriters & Brokers
Machinist Health Plan	Markel Underwriters & Brokers
Machinist Local 1414	Market Logistics Incorporated
MacLellan Integrated Services	Market Transport LTD
MacNeal Health Providers Chicago Healthcare	Marketing Diversified Services
Macori Administration	MarketTools
Macori Incorporated	Marlin Company

You may then choose your desired payer.

The screenshot shows the PASSPORT Health Communications, Inc. website. The header includes the logo and navigation links: Help, Payors, Employers, Codes, Contact Us. The main content area is a search results page for 'Payor'. The search criteria are '0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z'. The results are displayed in two columns. The left column lists various Medicaid programs by state, and the right column lists Medicare DME programs by state. A red arrow points to 'Medicaid Kentucky' in the left column.

Payor	Medicare DME of
Medicaid Arizona	Alabama
Medicaid Arkansas	Alaska
Medicaid California	American Samoa
Medicaid Colorado	Arizona
Medicaid Connecticut	Arkansas
Medicaid Delaware	California
Medicaid District of Columbia	Colorado
Medicaid Florida	Connecticut
Medicaid Georgia	Delaware
Medicaid Hawaii	District of Columbia
Medicaid Idaho	Florida
Medicaid Illinois	Georgia
Medicaid Indiana	Guam
Medicaid Iowa	Hawaii
Medicaid Kansas	Idaho
Medicaid Kentucky	Illinois
Medicaid Louisiana	Iowa
Medicaid Maine	Kansas
Medicaid Maryland	Kentucky
Medicaid Massachusetts	Louisiana
Medicaid Michigan	Maine
Medicaid Minnesota	Maryland
Medicaid Mississippi	Massachusetts

When the response returns it will appear as shown:

***Note that it will return the Payer address(s), City, State, Zip Code, Phone number, Electronic Billing and Utilization Review number. If more than one address is returned, the address in bold is the main office.**

The screenshot shows the PASSPORT Health Communications, Inc. website. The header includes the logo and navigation links: Help, Payors, Employers, Codes, Contact Us. The main content area is a search results page for 'Payor'. The search criteria are '0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z'. The results are displayed in a table with columns: Payor, Network, City, Phone, Zip, Address, State, and Payor Type. The first row is highlighted in yellow, indicating it is the main office.

Payor	Network	City	Phone	Zip	Address	State	Payor Type		
Medicaid Ken						All States	All		
Begin your search by entering what information you know about the payor...									
<input type="text"/> Street <input type="checkbox"/> PO Box <input type="checkbox"/> <input type="button" value="Search"/> <input type="button" value="Clear"/> (shaded rows signify main office)									
VIEW	Payor	Clms Type	Address	City	ST	Zip	Phone	U.R.	Network
VIEW	Medicaid Kentucky	B	PO Box 2101	Frankfort	KY	40602 2101	(502) 226-1140	(502) 226-1140	Medicaid
VIEW	Medicaid Kentucky	B	PO Box 2104	Frankfort	KY	40601 2104	(502) 226-1140	(502) 226-1140	Medicaid

[Page 1 of 1] Total Records: 2

Payor	Network	Type	Address	City	St	Zip	Phone	U.R.
Medicaid Kentucky	Medicaid	GOV	PO Box 2101	Frankfort	KY	40602	(502) 226-1140	(502) 226-1140

Hospital and Professional Claims; Medicaid
 Hospital NEIC: 12K11 Professional NEIC: SKKY0
 Reviewed: 11/4/2005