



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.

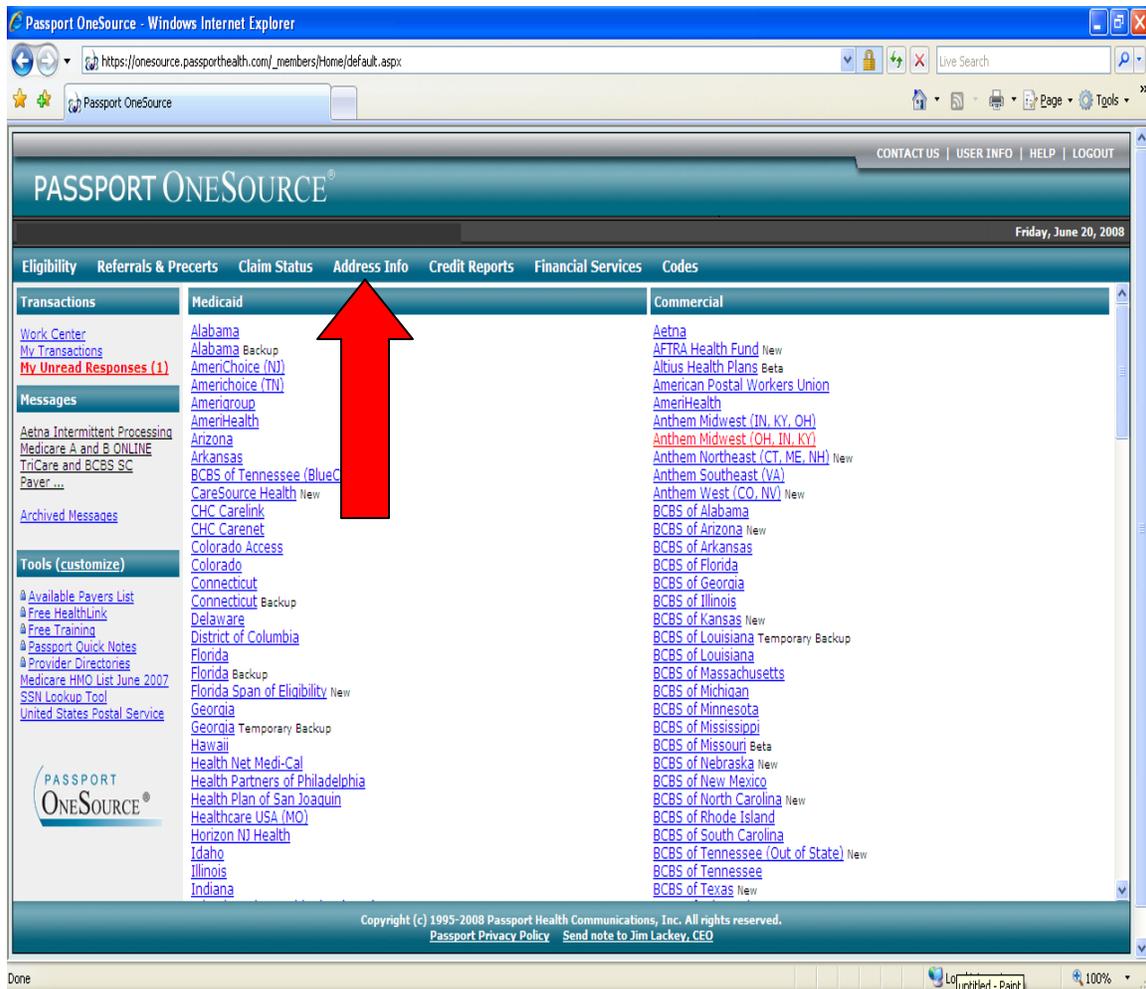
Confidential and Proprietary Information. This document and the software and services described herein are the confidential and proprietary information of Passport Health Communications, Inc. The document is intended for review by customers and their approved users only and should not be distributed to any other third party or persons.



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.

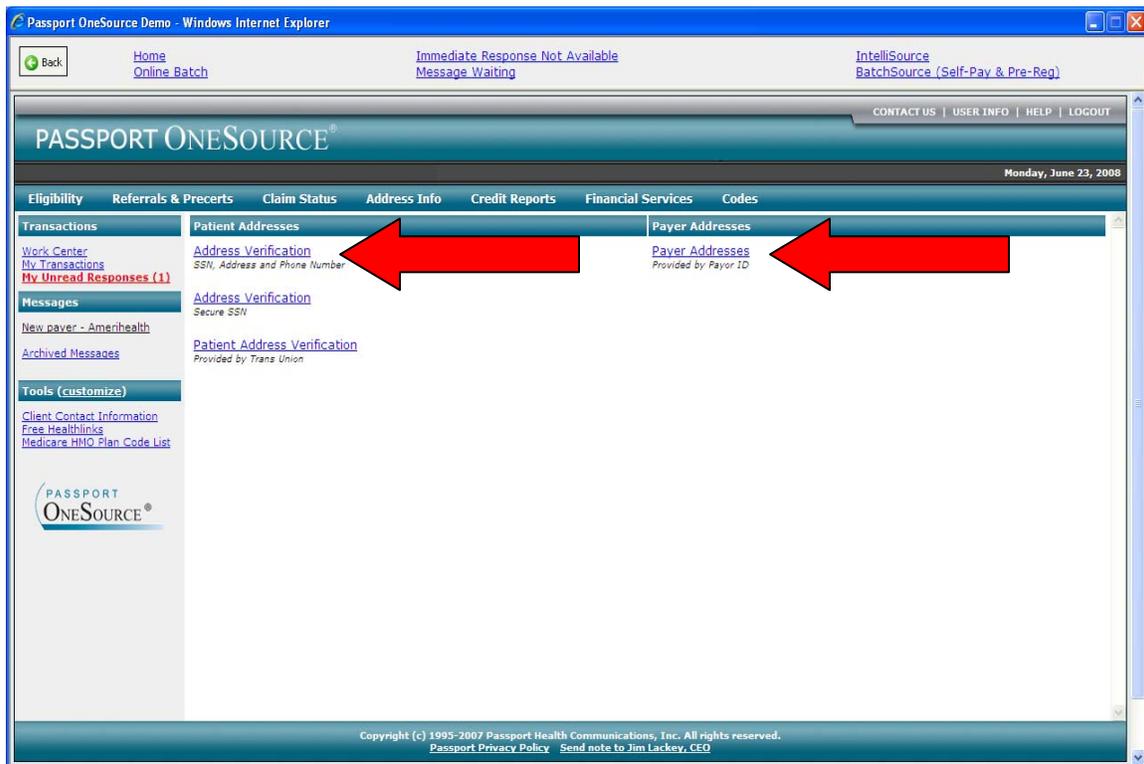
To enter the Address Info section simply click the “Address Info” link.



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

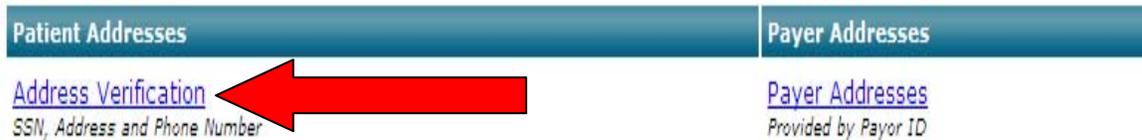
Patient Address Verification is an extremely helpful tool to assist with fraudulent accounts and return mail problems, while Payer Addresses will assist you with accurate locations and phone numbers for payers across the United States.

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.”



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
Name\Address
Telephone Number



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.

The screenshot shows a web form titled "Address Verification" with a blue header bar that says "Immediate response available". Below the header is a "NOTICE" in purple text: "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.](#)". The form has a purple title "Address Verification" and a horizontal line below it. There are two input fields: "Search Options:" with a dropdown menu showing "SSN" and a "Go" button, and "SSN:" with a text input field containing "123456789". A large red arrow points from the right towards the SSN input field. Below the input fields is a circular "Go" button with a right-pointing arrow. At the bottom are three buttons: "New Batch", "My Batches", and "My Singles".

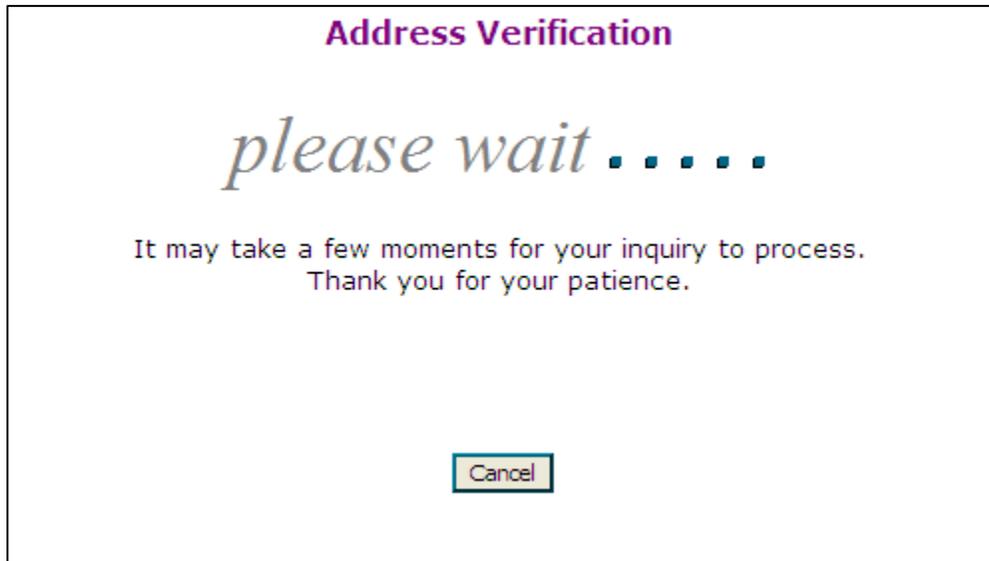
Items in **BOLD** are required.

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

This screenshot is identical to the one above, showing the "Address Verification" form with the SSN "123456789" entered. In this version, a large red arrow points from the right towards the circular "Go" button.

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

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

 : 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:



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.

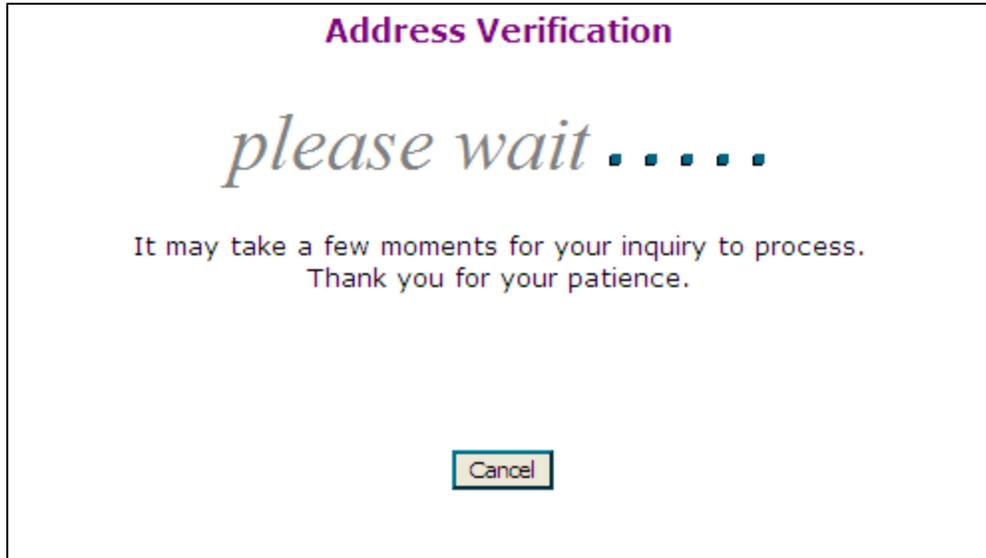
Once you have entered the name and address, simply click "Go" or "Enter" on your keyboard.

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 elements:

- Search Options:** A dropdown menu set to "Name\Address".
- Last Name:** A text box containing "Smith".
- First Name:** A text box containing "Dan", with the text "Partial Name Accepted" in blue below it.
- Street Address:** An empty text box.
- City:** A text box containing "Madison".
- State:** A dropdown menu set to "Tennessee".
- Zip:** Two empty text boxes separated by a hyphen.
- Search Radius:** A dropdown menu set to "0 Miles".
- Age Range:** A label with "Low:" and "High:" text boxes below it.
- Go Button:** A circular button with a right-pointing arrow and the word "Go" inside.

At the bottom of the form are three buttons: "New Batch", "My Batches", and "My Singles". Below the form, the text "Items in **BOLD** are required." is displayed.

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

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: 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
Name\Address
Telephone Number

Area Code Required

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

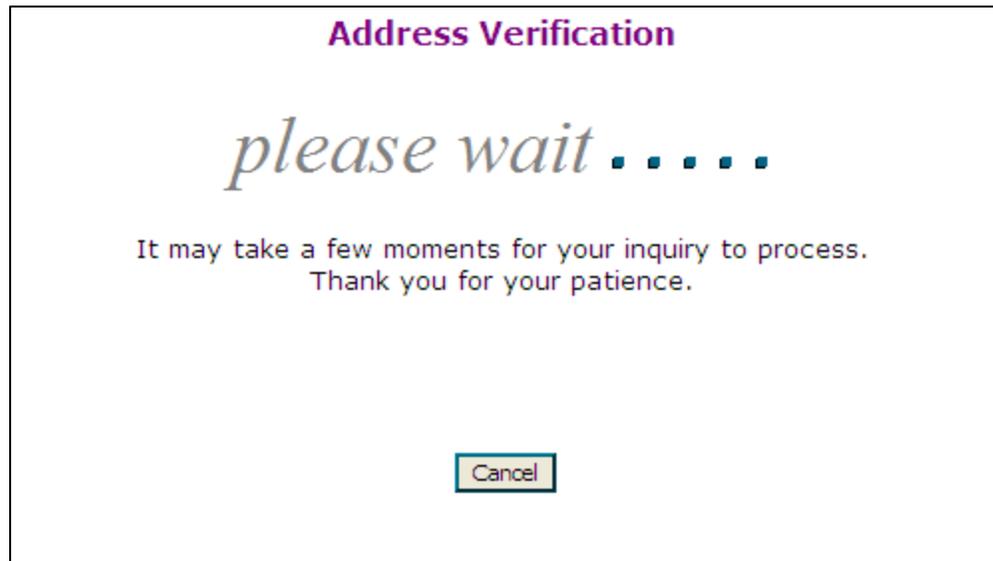
Telephone Number: 6155551212
Area Code Required

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:

Address Verification

SEARCH CRITERIA

Telephone: (910)555-1212

MATCHES FOUND: 4

- 1.) Tiffany Smith**

Address:	10 Anystreet Dr Somewherein, Nc 28451-9124	SSN: 123-45-6789
Phone:	(910)555-1212	DOB:
Last Activity:	Oct 05 - Jun 06	Age:
- 2.) Tiffany Smith**

Address:	1006 Hunterstone Dr Apt 301 Somewherein, Nc 28451-9128	SSN: 123-45-6789
Phone:	(910)555-1212	DOB:
Last Activity:	Aug 05 - Feb 06	Age:
- 3.) Joshua T Jones**

Address:	9216 Lower Forty Ln Ne Somewherein, Nc 28451-7972	SSN: 234-56-7890
Phone:	(910)555-1212	DOB:
Last Activity:	Nov 02 - Mar 03	Age:
- 4.) Timothy Brown**

Address:	9216 Lower Forty Ln Ne Somewherein, Nc 28451-7972	SSN: 345-67-8901
Phone:	(910)555-1212	DOB:
Last Activity:	Feb 03 - Jun 03	Age:

✓ : 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: 200308123456789

Transaction run on 08/12/2003 at 2:54:53 PM CT by Reid Miller - Passport Health Communications

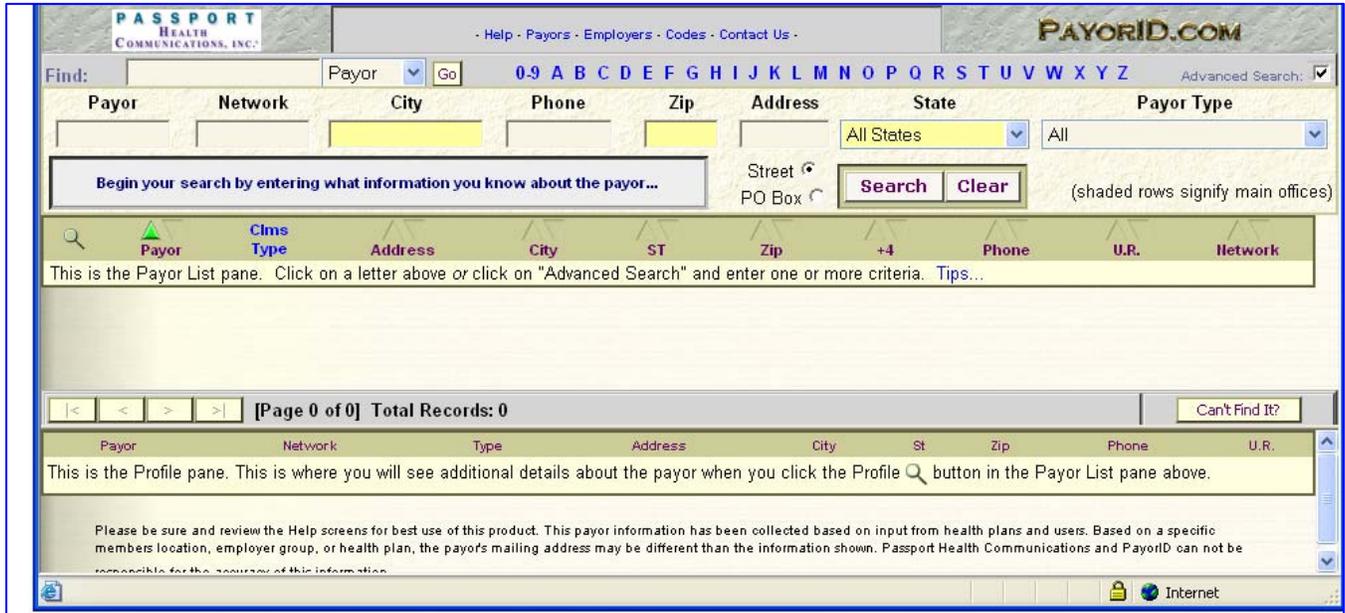
   

The other section of Address Info is “Payer Addresses.”
Payer Addresses will assist you with accurate locations for payers across the United States.

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

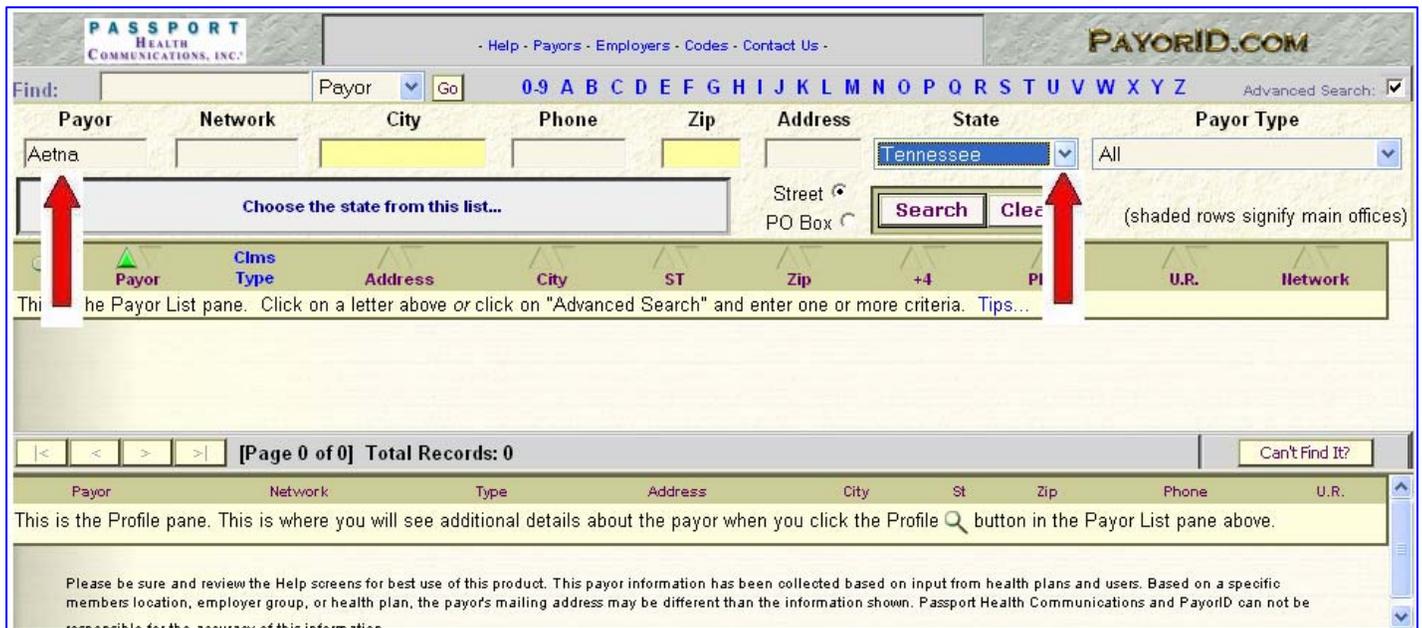


This will open up another window. When your screen refreshes it should appear as follows:



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.

The screenshot shows the PAYORID.COM search interface. At the top, there is a search bar with 'Find:' and a dropdown menu set to 'Payor'. The search criteria are: Payor: Aetna, Network: (blank), City: (highlighted in yellow), Phone: (blank), Zip: (highlighted in yellow), Address: (blank), State: Tennessee, Payor Type: All. Below the search bar, there is a message: 'You may submit your query by clicking the 'Search' button.' and buttons for 'Search' and 'Clear'. The search results are displayed in a table with columns: Payor, Network, Cims Type, Address, City, ST, Zip, +4, Phone, U.R., and Network. Two results are shown, both for Aetna Healthcare in Memphis, TN, with zip code 38187 and phone number (800) 843-1726. The first result has a bold address 'PO Box 171823' and is shaded green, indicating it is a main office. The second result has a regular address 'PO Box 171823'. Below the table, there is a navigation bar with '[Page 1 of 1] Total Records: 2' and a 'Can't Find It?' button. At the bottom, there is a detailed view of the first result, showing 'Agent: Aetna Healthcare', 'Hospital and Professional Claims; Health Benefits', 'Comments: Hosp & Prof Claims Only', 'Reviewed: 7/20/2006', 'Hospital NEIC: 60054', 'Professional NEIC: 60054', 'ProxMed Code: 60054 US', and 'OSHPOD: State: 1 Pavor: 0176'.

VIEW	Payor	Network	Cims Type	Address	City	ST	Zip	+4	Phone	U.R.	Network
VIEW	Aetna Healthcare	Aetna Healthcare	B	PO Box 171823	Memphis	TN	38187	1823	(800) 843-1726	(800) 243-9684	Aetna Healthcare
VIEW	Aetna Healthcare	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** ProxMed Code: **60054 US** OSHPOD: State: **1** Pavor: **0176**

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

The screenshot shows the PAYORID.COM search interface. At the top, there is a navigation bar with the logo for PASSPORT HEALTH COMMUNICATIONS, INC. and the website name PAYORID.COM. Below this is a search bar with a 'Find:' label and a 'Go' button. To the right of the search bar is an 'Alphabet' navigation bar with letters A through Z. A red arrow points to this bar. Below the search bar, there are several input fields: Payor, Network, City, Phone, Zip, Address, State, and Payor Type. There is also a 'Search' button and a 'Clear' button. Below the search fields, there is a section titled 'Payor List pane' with a search icon and a 'Profile' button. Below that is a section titled 'Profile pane' with a search icon. At the bottom, there is a footer with a disclaimer: '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 not be responsible for the accuracy of this information.'

Payers will then display that begin with the corresponding letter.

The screenshot shows the PAYORID.COM search interface with the 'Alphabet' navigation bar highlighted. The letter 'M' is selected, and a list of payors starting with 'M' is displayed. The list includes: M Caratan Incorporated, M Care of Michigan, M Care PPO Plus, M Plan, M Plan of Indiana, M&G Electronics, M&J Wilkow Ltd, M&W Affiliated, Mac Risk Management, MacDonald Companies, The, Machigonne Benefit Administrators, Machine Phase Systems, Machine Service, Machinist District 9 Welfare, Machinist Health Plan, Machinist Local 1414, MacLellan Integrated Services, MacNeal Health Providers Chicago Healthcare, Macori Administration, Macori Incorporated, Marietta Memorial Hospital, Marin College, Marin First Health, Marin Individual Practice Association, Marin IPA Pacificare, Marin Medical Foundation, Marine Engineers Benefit Association, Marine Fireman Trust Fund, Marine Transport Lines, Mariposa, County of, Maritime Health Services, Mark Twain St Josephs Hospital, Markel Insurance Company, Markel Rhulen Underwriters & Brokers, Markel Underwriters & Brokers, Market Logistics Incorporated, Market Transport LTD, Marketing Diversified Services, MarketTools, and Marlin Company.

You may then choose your desired payer.

The screenshot shows the PASSPORT Health Communications, Inc. website interface. At the top, there is a navigation bar with 'PASSPORT HEALTH COMMUNICATIONS, INC.' on the left and 'PAYORID.COM' on the right. Below the navigation bar is a search bar with a 'Find:' label, a dropdown menu set to 'Payor', and a 'Go' button. The search results are displayed in a grid format, listing payors by state. A red arrow points to 'Medicaid Kentucky' in the first column of the results.

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 search results page on the PASSPORT Health Communications, Inc. website. The search criteria are 'Medicaid Ken' and 'All States'. The results are displayed in a table with the following columns: Payor, Network, Clms Type, Address, City, ST, Zip, +4, Phone, U.R., and Network. The first row is highlighted in yellow, indicating it is the main office.

VIEW	Payor	Clms Type	Address	City	ST	Zip	+4	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

Below the table, there is a pagination bar showing '[Page 1 of 1] Total Records: 2'. At the bottom, there is a summary table with columns for Payor, Network, Type, Address, City, St, Zip, Phone, and U.R.

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

Additional information at the bottom includes 'Hospital and Professional Claims; Medicaid', 'Comments: Hosp & Prof Claims Only', 'Reviewed: 11/4/2005', 'Hospital NEIC: 12K11', and 'Professional NEIC: SKKY0'.