PASSPORT™ HEALTH PLAN

OUR COMMITMENT TO YOU

We Ask
...Listen
...Respond
...Innovate

We take the time to
ASK

SO CAL

2012 Provider Satisfaction Survey - 35% response rate!

We take the time to
LISTEN

Areas we improved

Passport Provider Relations Reps are accessible

Passport
Provider
Relations Reps
are courteous

Claims
payments
are timely

Claims payments are accurate

Areas we still need to improve

Answer more questions the first time

Easier Prior authorization processes

We take the time to
RESPOND

Restructuring Provider Services staff

Automate prior authorization process

We take the time to
INNOVATE

Clinical Priorities

Medical Home

Behavioral Health

Foster Care

Birth outcomes

Obesity

Pharmacy

PASSPORT™ HEALTH PLAN