



March 29, 2012 #18

FastFax News for Providers
(West Region - Rochester/Buffalo)

CARECORE NATIONAL UPDATES

MVP Health Care originally communicated that health care providers would be able to use their existing CareCore National username and passwords when accessing the CareCore National website to submit authorizations.

If you currently access CareCore National's website through a payer's website with single sign-on capability, you will not be able to use that login when submitting authorizations for MVP. You will need to create a new username and password with CareCore National and enter your physicians to your profile as communicated in the CareCore National Training sessions.

Provider Profiles Using MVP Provider ID Number

You can access CareCore National's website by going to www.carecorenational.com and putting in your username and password and add MVP to your profile on this account. You can enter the physicians in your practice under MVP's profile by using your physicians' MVP Provider IDs. If you do not know your Provider ID, it can be found on an MVP remittance advice on the same row as the Member ID next to the provider name.

Provider Profiles Using National Provider Identification (NPI Number)

Beginning Sunday, April 1st – if your preference is to use your NPI to enter your physicians, this option will be available to you. You can access CareCore National's website by going to www.carecorenational.com and putting in your username and password and add MVP to your profile on this account. You can enter the physicians in your practice under MVP's profile by using your physicians' NPI number.

Reminder: Choose the provider based on the location of the facility

When you are choosing servicing providers, we ask that you choose the provider based on the location of the facility at which the member will receive services. For example:

If you are sending a member to Strong Hospital for an MRI, please choose Strong Memorial Hospital when submitting an authorization.

You may see a difference in some of the physician names under which you currently submit authorizations. Please remember to request the actual facility to which you are sending your patient for an imaging procedure.

Questions? Please contact the Customer Care Center for Provider Services. Representatives are available weekdays from 8:30 a.m. – 5:00 p.m. Eastern Time at 1-800-999-3920.