

**MVP’s Website**

MVP’s website is [www.mvphealthcare.com](http://www.mvphealthcare.com). The site can make doing business with MVP more expedient and convenient. Here are some of the functions available to participating providers who use the site:

- Check member eligibility and benefits\*
- Check claim status
- Submit referrals to MVP
- Print PCP Panel Roster
- Access McKesson® Online Tools
- Email Professional Relations
- Access the MVP formulary
- Check prior authorization
- Learn more about EDI (Electronic Data Interchange)
- Read/receive updates to the *Physician QI Manual*
- Access Online Resources including the *Provider Resource Manual, UM Policy Guides, Radiology and Radiation Therapy Authorization Requirements*, review *Healthy Practices* newsletter, review medical policy information in the *Benefits Interpretation Manual (BIM)*, and more

If you would like to register to use MVP’s website, visit [www.mvphealthcare.com](http://www.mvphealthcare.com) and click on *Provider*. On the *Provider* home page, click the *Register* link on the left-hand side. Then, simply click on the *Provider Web Site Access Request Form* link and follow the directions to register.

**\*Note:** The Medicare and State Government Programs benefit coverage variations identified in this Manual are intended for general guidance only. **Providers are responsible for verifying with all Medicare, State Government Programs, Commercial and ASO members’ benefit coverage prior to providing any service.** For benefit coverage information, please contact the Customer Care Center for members (see section 1.2 for phone numbers) or check online at [www.mvphealthcare.com/provider](http://www.mvphealthcare.com/provider).

**Important Telephone Numbers and Addresses**

**BEHAVIORAL HEALTH**

Product	Reason For Call	Who To Call	Phone Number
NY Commercial NY Self-Funded	Authorization Requests	Beacon Health Options	1-888-687-6277
	Provider Relations Contracting Credentialing		1-800-397-1630
NY Medicare	Authorization Requests	Beacon Health Options	1-800-665-7924
	Provider Relations Contracting Credentialing		1-800-397-1630
MVP Managed	Authorization	Beacon Health	1-844-265-7595

Medicaid MVP Child Health Plus	Requests	Options	
	Provider Relations Contracting Credentialing		1-844-265-7592
NY Essential Plan	Authorization Requests	Beacon Health Options	1-888-723-7967
	Provider Relations Contracting Credentialing		1-844-265-7592
VT Commercial VT Self-Funded VT Medicare	Authorization Requests	PrimariLink	1-800-320-5895
	Provider Relations Contracting Credentialing	MVP Health Care	1-888-687-6277

**CLAIMS**

**Claims Submission**

**Electronic:**

- MVP offers several options for submitting claims electronically using an Electronic Data Interchange (EDI)
- MVP’s Payee ID is 14165
- For EDI questions call MVP’s EDI coordinators toll-free at **1-877-461-4911** or via email at **ediservices@mvphealthcare.com**

**Manual (CMS-1500 or UB-04):**

Submit claims for all products and members to the following address:

MVP Health Care  
Attn: Claims Department  
P.O. Box 2207  
Schenectady, NY 12301

**Claims Adjustments or Appeal Requests**

- Call MVP’s Provider Services at **1-800-684-9286**
- Initial *Claim Adjustment* forms should be submitted to the following address for all products and members:
  - MVP Health Care
  - Attn: Claims Department
  - P.O. Box 2207
  - Schenectady, NY 12301
- Second *Clinical Review Claims Adjustment* forms should be submitted to the following address:
  - MVP Health Care
  - Attn: Operations Adjustment Team
  - P.O. Box 2207
  - Schenectady, NY 12301
- Appeals should be submitted to the following addresses:

<b>MVP ID #</b>
<b>Not Medically Necessary</b>
MVP Health Care Attn: Member Appeals Department 625 State Street Schenectady, NY 12305
<b>No Prior Authorization obtained/Eligibility (excludes medical necessity appeals):</b>
MVP Health Care Attn: Operations Adjustment Team P.O. Box 2207 Schenectady, NY 12301
<b>Claims exceeding timely filing limits/ Contractual denials per MVP Policy:</b>
MVP Health Care Attn: Operations Adjustment Team P.O. Box 2207 Schenectady, NY 12301

**COORDINATION OF BENEFITS (COB):**

- **1-800-556-2477**

**CUSTOMER CARE CENTER FOR MEMBERS**

To find the appropriate Customer Care Center phone number for a member, please refer to the back of their member ID card.

Providers can verify member eligibility and benefits online at [www.mvphealthcare.com](http://www.mvphealthcare.com) or;

- Call MVP’s Provider Services at **1-800-684-9286**.

**PHARMACY**

- The MVP Formulary is available online at [www.mvphealthcare.com/provider](http://www.mvphealthcare.com/provider) click on Pharmacy then click on MVP Formularies
- The Medicare Formularies are available online at **[http://www.mvphealthcare.com/medicare/PartD/partd\\_index.html](http://www.mvphealthcare.com/medicare/PartD/partd_index.html)**
- For formulary exception and prior authorization requests, a *Medication Prior Authorization Request form* should be submitted.
- All medication request forms can be found online at <https://www.mvphealthcare.com/providers/forms> then click on Prior Authorizations and choose the appropriate form. . For non-Medicare members, the form should be faxed to **1-800-376-6373**. For all Medicare members (Preferred Gold, GoldValue, GoldAnywhere and USA Care) and MVP Managed Medicaid and Child Health Plus members (), the form should be faxed to **1-800-401-0915**.

**PROFESSIONAL RELATIONS**

Region	Email
East/Massachusetts	<a href="mailto:eastpr@mvphealthcare.com">eastpr@mvphealthcare.com</a>
Central Region/Mid-State/Southern Tier	<a href="mailto:centralprdept@mvphealthcare.com">centralprdept@mvphealthcare.com</a>
Mid-Hudson	<a href="mailto:MidHudsonprdept@mvphealthcare.com">MidHudsonprdept@mvphealthcare.com</a>
Vermont	<a href="mailto:vpr@mvphealthcare.com">vpr@mvphealthcare.com</a>
Rochester	<a href="mailto:RocProviderChanges@mvphealthcare.com">RocProviderChanges@mvphealthcare.com</a>

**CREDENTIALING**

Providers requesting to become participating should complete the Provider Credentialing Application Request form found on MVPs website at [www.mvphealthcare.com/providers/join-mvp/credentialing/](http://www.mvphealthcare.com/providers/join-mvp/credentialing/) then click on How do I apply?. Once you have completed the form email it to [ProviderEnrollment@mvphealthcare.com](mailto:ProviderEnrollment@mvphealthcare.com), please include the state and county in the subject line.

### **UTILIZATION MANAGEMENT (UM)**

- Members may call the number on the back of their ID card.
- For Case Management, call **1-866-942-7966**.
- Providers may call or fax UM requests to MVP:
  - Telephone requests for UM reviews can be done by calling MVP's Provider Services at **1-800-684-9286**.
  - Faxes may be directed to the following numbers:
    - Prior Authorization Request Forms or Out of Network Requests **1-800-280-7346**.
    - Acute Inpatient Concurrent Review **1-888-207-2889**  
SNF or Acute Rehabilitation- **1-866-942-7826**
- For all other numbers related to Utilization Management, please review section 5 of the provider resource manual.

### **DURABLE MEDICAL EQUIPMENT (DME)**

For all MVP plan types, call **1-800-452-6966** or fax 1-**888-452-5947**.

### **Services that Require a Referral for MVP Medicaid Managed Care**

Restricted recipient members—Referrals are required to ALL specialties for members who have a physician restriction. Providers should verify eligibility by using MVP's website **[www.mvphealthcare.com](http://www.mvphealthcare.com)**, using the MVP ID number (not CIN) presented on the ID card.

Contact MVP's Provider Services at **1-800-247-6550** to obtain a referral for restricted recipient members.

### **HOSPITAL BILLING QUESTIONS**

- Call MVP's Provider Services at **1-800-684-9286**.
  - Mailing address:  
MVP Health Care  
Hospital Billing Coordinator  
P.O. Box 2207  
Schenectady, NY 12301-2207