

MVP’s Website

MVP’s website is **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:

- Submit Provider Demographic Changes
- 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 **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**.

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 Medicaid MVP Child Health Plus	Authorization Requests	Beacon Health Options	1-844-265-7595
	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:

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

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

PHARMACY

- The MVP Formulary is available online at mvphealthcare.com, select *Provider*, then *Pharmacy* then *MVP Formularies*.
- The Medicare Formularies are available online at mvphealthcare.com, select *Provider*, then *Pharmacy*, then *MVP Formularies* then 2018 Formularies, then select the appropriate formulary.
- 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 mvphealthcare.com, then *Provider*, then *Forms*, then *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

Providers who wish to update their demographic or payment information with MVP should use the Online Demographic Change Form by going to mvphealthcare.com select *Providers*, then *Forms*, then *Provider Demographic Change Forms*.

To contact MVP Professional Relations with any questions email: MVPPR@mvphealthcare.com

CREDENTIALING

Providers requesting to become participating should complete the [Provider Credentialing Application Request form](#) found on MVP's website at 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, 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 Commercial, ASO and Medicaid Plans 1-866-942-7826
- For Medicare, please contact naviHealth, Inc. 1-844-411-2883
- 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**, 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