

MVP FASTFAX

News for West Region – Rochester/Buffalo Providers

Online Provider Demographic Information Review Request

The Centers for Medicare and Medicaid Services regulation 42 CFR 422.111(b)(3) and (h)(2)(ii), 422.112, 423.128(d)(2) requires that all health plans work with their provider network on a quarterly basis to confirm the provider demographic information in the online directory is accurate. Providers are required to review their demographic information in the MVP directory and notify MVP of any inaccuracies in order for the directory to be updated.

MVP is asking all participating providers to follow these steps:

Step 1 – Go to www.mvphealthcare.com and click on Find a Doctor and then Search by Provider

Step 2 – Search for the provider(s) in your practice and review the following demographic information for accuracy:

- Ability to accept new patients;
- Street address or missing addresses;
- Phone number; and
- Other changes that affect availability to patients. (e.g. handicap accessible, specialty changes)

Step 3 – If demographic information is identified as incorrect, please use the attached change form to submit the correct information to MVP (This form can be found at www.mvphealthcare.com/provider/forms). Delegated providers, please contact your delegate administrator to update your demographic information.

Step 4 – If the update applies to multiple providers in the group, please attach a roster of all providers the change applies too, including the providers name and NPI.

Step 5 - Fax or Email the form to the appropriate regional fax or email address below based on the providers location.

Step 6 – Log into CAQH and make any demographic updates to your CAQH profile so it matches the information you are submitting to MVP and re-attest your CAQH.

Region	Fax/Email
East/Massachusetts	1-518-836-3278 eastpr@mvphealthcare.com
Central Region/Mid-State/Southern Tier	1-315-736-7002 centralprdept@mvphealthcare.com
Vermont	1-802-264-6555 ypr@mvphealthcare.com
West (Rochester/Buffalo)	1-585-327-5747 RocProviderChanges@mvphealthcare.com
Mid-Hudson	1-914-372-2035 MidHudsonprdept@mvphealthcare.com

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.

