

MVP FASTFAX

News for West Region – Rochester/Buffalo Providers

Online Provider Demographic Information Review Request

As a participant with MVP Health Care® (MVP), we are requesting you review your provider* demographic information to ensure it is accurate and up-to-date. The Centers for Medicare and Medicaid Services (CMS) regulation 42 CFR 422.111(b)(3) and (h)(2)(ii), 422.112, 423.128(d)(2) mandates all health plans require its participating provider network perform a quarterly review of provider demographic information found in the plan's online directory. Failure to correct demographic information constitutes a breach of your obligations under your participating provider agreement, may affect the accuracy and availability of provider payments, and may also affect the accuracy of member information available on mvphealthcare.com. Accordingly, MVP must be notified of any demographic changes.

Please follow these steps and complete this review no later than October 31, 2018.

Step 1 – Visit mvphealthcare.com and select *Find a Doctor* from the red bar, then search by *Find a Doctor*.

Step 2 – Under *Search by Provider*, click on *Guest* and choose one of the products the provider(s) in your practice participate with. Search for the provider(s) in your practice and review the following demographic information for accuracy:

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

Step 3 – If demographic information is incorrect, please access the new Online Provider Change of Information form at mvphealthcare.com/demographics and submit the correct information to MVP. Delegated providers should contact their delegate administrator to update their demographic information.

Step 4 – If the update applies to multiple providers in the group, choose *Contracted Group* on the form and attach a roster of all providers the change applies to, including the provider's name and NPI.

Step 5 – A reference number will be provided to you once the form is submitted. Please keep this for your records and use it when requesting the status of your change.

Step 6 – Log in to 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.

***Note** – this request is only applicable to credentialed physicians. Registered mid-level providers and hospital-based physicians are not listed in the MVP online directory.

Reminder – Effective 10/1/2018 MVP will disable all regional PR email addresses, including:

eastpr@mvphealthcare.com

centralprdept@mvphealthcare.com

vpr@mvphealthcare.com

MidHudsonprdept@mvphealthcare.com

RocProviderChanges@mvphealthcare.com

Please email MVPPR@mvphealthcare.com to check the status of a Demographic Change or to submit a Mid-Level Registration.

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.

