

MVP FASTFAX

News for West Region – Rochester/Buffalo Providers

Changes to the Medical and Durable Medical Prior Approval Request Forms

On an ongoing basis MVP Health Care® reviews the forms that are utilized by our providers to request services.

Effective September 27, 2016,

The MVP Medical and Durable Medical Equipment Prior Authorization Request Forms have been updated to include the National Provider Identification number (NPI) and Taxpayer Identification Number (TIN) for both the requesting provider and the servicing provider. MVP will continue to process your request if either of these fields is incomplete. Providing these nationally recognized identifiers will assist us in processing your request more accurately and efficiently.

There are several public NPI search websites available for you to locate a provider's NPI number

<https://npiregistry.cms.hhs.gov/>

<http://www.npinumberlookup.org/>

<https://npidb.org/>

You can locate the new forms at <http://www.mvphealthcare.com/provider/ny/forms.html>

Please discard old versions of our Prior Authorization Request Forms and begin using this new form immediately.

There are no other changes to the Prior Authorization Process as this time.

ALERT: SYSTEM MAINTENANCE SEPTEMBER 24 –25, 2016

MVP Health Care® is upgrading to a new version of its core operations platform (Facets). As a result of the needed upgrade, the system, as well as account features and functions on the MVP website, may be limited or unavailable beginning 5 am on Saturday, September 24 through 12 pm on Sunday, September 25.

We apologize for the disruption.

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 1-800-684-9286.

