Provider Quick Reference Guide

Where to find the resources and information you need from MVP Health Care®

Provider Online Account *Sign In* to access claims information, Member eligibility, benefits, authorizations, reports, and submit a Claims Adjustment Request form (CARF), and more.	Set up your online account using this form with your contracted Tax ID (TIN) and identifying users who will need access. This guide provides more information about what the Online Provider Account offers. View a tutorial *on the Provider Education and Operational Resources page (first video).*
Update Demographics Confirm the information posted on our provider search tool is accurate so Members and referring physicians can find you.	Update demographic Information using the Provider Change of Information Form. The same form can be used for Provider Inactivation, Address Change, Name Change, TIN-Remit Change, and Specialty Change requests. View a tutorial *Scroll down on the Provider Education and Operational Resources page (second video)*
Eligibility and Benefits Determine your patients' eligibility and benefits. It's one of the first steps to providing high quality care to MVP Members.	Check Member eligibility and benefits: *Sign In* to your MVP online account View a tutorial *Scroll down on the Provider Education and Operational Resources page (third video).*
Submit Claims, Electronic Data Interchange (EDI), Claims Payments, and Electronic Fund Transfers (EFT) Learn how to submit paper and electronic claims, receive remittance information, and get support for electronic data transactions.	This guide provides information and options (electronic, online, or paper) to submit claims. View a tutorial *Scroll down on the Provider Education and Operational Resources page (fifth video)*
Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT) Set-up ERA and EFT to access your claims remittance information and avoid payment delays waiting for checks in the mail.	Set-up a Payspan account to access ERA and direct deposit of payments. Contact your Professional Relations representative if you have questions. View the territory listing of contacts for your region.
Provider Policies and Payment Policies The Provider Resource Manual (PRM) contains MVP policies that outline the roles and responsibilities of providers. It includes operational procedures, plan type offerings, policies for authorizations, appeals process, credentialing, clinical programs, and payments.	View the Provider Policies and Payment Policies updated quarterly.

Medical, Behavioral Health, and Pharmacy Prior Authorizations Learn which medical procedures and medications require prior authorization, and how to obtain prior authorizations when necessary.	View Formularies View the Utilization Management policy: *Sign In* to your MVP online account and select Resources, then *Other Resources*. View a tutorial *Scroll down on the Provider Education and Operational Resources page (4th video)*

Additional Information and Resources

Clinical Training Access clinical education information related to state programs and other topics.	View trainings *Clinical and billing guidance under the following topics are available:* • Clinical Guidelines • Crisis Services • Diversity, Cultural, and Linguistic Competency • Dual Special Needs Program (D-SNP) • Evidence-Based Practices Training • HARP • Home and Community Based Services • Integrated Primary and Behavioral Health • Special Populations • Substance Use Disorders • Support for Children and Adults • Support for Primary Care Providers: OnTrackNY, Project TEACH • Voluntary Foster Care Agency (VFCA)
Credentialing Access information to credential providers new to your practice or to begin the recredentialing process.	Credentialing information and process
Search for In-Network Providers Know how to search for in-network providers to make Member referrals to specialists or PCPs.	Search for providers