

Claims

Claims Submission

Sending Claims Electronically

- 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 at **1-877-461-4911** or via email at ediservices@mvphealthcare.com.

Sending Claims Manually (CMS-1500 or UB-04)

Submit claims for all products and members to the following address:

MVP Health Care
Attn: Claims Department
PO Box 2207
Schenectady, NY 12301

Claims Adjustments or Appeal Requests

- Call MVP's Provider Services at **1-800-684-9286**.
 - For faster processing, go to mvphealthcare.com to submit claim adjustment requests. The status of online claim adjustments is also available through the provider portal.
- Initial *Claim Adjustment* forms should be submitted to the following address for all products and members:

MVP Health Care
Attn: Claims Department
PO 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
PO Box 2207
Schenectady, NY 12301
- Appeals should be submitted to the following addresses:

MVP ID #	Address
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: Member Appeals Department 625 State Street Schenectady, NY 12305
Claims exceeding timely filing limits/ Contractual denials per MVP Policy	MVP Health Care Attn: Member Appeals Department 625 State Street Schenectady, NY 12305

Coordination of Benefits (COB)

Call **1-800-556-2477**

Credentialing

Providers who would like to become a participating provider should complete the Provider Credentialing Application Request form found at mvphealthcare.com, then select *Providers*, then select *Join MVP*, and click on *How do I apply?* Once you have completed the form, include state and county in the subject line and email it to ProviderEnrollment@mvphealthcare.com.

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

Durable Medical Equipment (DME)

For all MVP plan types, call **1-800-452-6966** or fax **1-888-452-5947**.

Hospital Billing Questions

Call MVP's Provider Services at **1-800-684-9286**, or contact us via mail at:

MVP Health Care
Hospital Billing Coordinator
PO Box 2207
Schenectady, NY 12301-2207

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 *2019 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.
 - a. For non-Medicare members, fax the form to **1-800-376-6373**.
 - b. For all Medicare members (Preferred Gold, GoldValue, GoldAnywhere, and USA Care) and MVP Managed Medicaid and Child Health Plus members, fax the form 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 available at mvphealthcare.com/demographics.

To contact MVP Professional Relations, email MVPPR@mvphealthcare.com.

Utilization and Case Management

Members	Please call the number on the back of their ID card. For Case Management, call 1-866-942-7966
Providers may call or fax their UM requests to MVP	<p>Call MVP's Provider Services at 1-800-684-9286</p> <p>Faxes may be directed to the following numbers:</p> <ul style="list-style-type: none"> • 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 • Commercial, ASO, and Medicaid Plans: 1-866-942-7826 • Medicare, please contact naviHealth, Inc: 1-844-411-2883

Please reference the Utilization and Case Management section of this manual for all other numbers related to Utilization and Case Management.

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 calling Provider Services at **1-800-684-9286**.

Behavioral Health

Product	Who to call	Reason for call	Phone number
NY Commercial NY Self-Funded	MVP Health Care	• Authorization Requests	1-888-687-6277
		• Provider Relations • Contracting • Credentialing	1-800-684-9286
NY Medicare	MVP Health Care	• Authorization Requests	1-800-665-7924
		• Provider Relations • Contracting • Credentialing	1-800-684-9286
MVP Managed Medicaid MVP Child Health Plus MVP Harmonious Health Care Plan	MVP Health Care	• Authorization Requests	1-800-684-9286
		• Provider Relations • Contracting • Credentialing	1-800-684-9286
NY Essential Plan	MVP Health Care	• Authorization Requests	1-888-723-7967
		• Provider Relations • Contracting • Credentialing before January 1, 2020	1-800-684-9286
VT Commercial VT Self-Funded VT Medicare	MVP Health Care	• Authorization Requests	1-800-684-9286
		• Provider Relations • Contracting • Credentialing	1-800-684-9286