



MVP Health Care Contact Sheet

We're here to help!

For Claims Status, Claims Questions or Adjustment Form Assistance

Call **Provider Claim Service** at **1-800-684-9286**

Call **Preferred Gold Provider Claim Service** at **1-800-671-7527**

Please send Adjustment forms to:

MVP Health Care

PO Box 2207

Schenectady, NY 12301

Please send Appeal letters and supporting documentation to:

MVP Health Care, Attn: Appeals Dept.

PO Box 2207

Schenectady, NY 12301

For questions regarding **Coordination of Benefits (COB)** call **1-800-556-2477**

For Electronic Claims Submission (Electronic Data Interchange)

Please contact our EDI Coordinator toll-free at **1-877-461-4911** or via e-mail at edi@mvphealthcare.com

For Manual Claims Submission (CMS 1500)

MVP Health Care

Attn: HMO Claims Dept.

PO Box 2207

Schenectady, NY 12301

MVP Select Care

Attn: ASO Claims Dept.

PO Box 1434

Schenectady, NY 12301

MVP Health Insurance Co.

Attn: PPO/EPO Claims Dept.

PO Box 1076

Schenectady, NY 12301-1076

For Member Eligibility

Verify benefits and member eligibility online at www.mvphealthcare.com or call:

1-888-687-6277 for HMO members (**1-888-MVP-MBRS**)

1-800-229-5851 for ASO members

For Professional Relations

Assistance with Credentialing, Website Navigation, Demographic Changes, Supply Requests, Policy and Procedure Inquires or to request a visit from your representative:

1-800-568-3668 Telephone

(315) 426-3735 Fax

For Utilization Management

To obtain Prior Authorization or Notification or to ask questions regarding Referrals call:

1-800-568-0458 for HMO members or submit a fax to **1-800-280-7346**

1-800-229-5851 for ASO members or submit a fax to **1-800-280-7346**

For authorizations and questions regarding **Mental Health/Substance Abuse** call **1-800-568-0458**

For questions regarding **Durable Medical Equipment (DME)** call **1-800-452-6966**

For Referrals

Submit referrals online at www.mvphealthcare.com or via fax to **1-888-819-2103**

For Home Care Services

Please call MVP's Case Management Department at **1-800-777-4793 Press 2 and x2587** for Enteral Therapy, Home Infusion, Hospice Care, Terbutaline Therapy, and Transplants.

For Web Site Technical Assistance

Please contact the eSupport HelpDesk at **1-888-656-5695** or email them at esupport@mvphealthcare.com.