



# 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](mailto: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

## For Member Eligibility

Verify benefits and member eligibility online at [www.mvphealthcare.com](http://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:

**(607) 651-9141** Telephone

**(607) 651-9144** 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](http://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](mailto:esupport@mvphealthcare.com).