



MVP Health Care Contact Sheet

We're here to help!

For Claims Status, Claims Questions or Adjustment Form Assistance

1-800-684-9286 Provider Claim Service Department
1-800-671-7527 Preferred Gold Provider Service Center
1-800-556-2477 Coordination of Benefits (COB) & Recovery Unit Department

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 Electronic Claims Submission (Electronic Data Interchange)

1-877-461-4911 EDI Coordinator or via e-mail at edi@mvphealthcare.com

For Paper Claims Submission (CMS 1500 and UB04)

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 12301-1434
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For Member Eligibility

Check 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
1-800-209-3945 for Preferred Gold members

For Professional Relations

1-800-380-3530, Option 4 Telephone / **1-802-264-6509** fax

For Utilization Management

To obtain Prior Authorization or Notification:

1-800-568-0458 for all VT members (except ASO & VMC)	or submit a fax to 1-800-280-7346
1-800-639-3881 for all Vermont Managed Care (VMC) members	or submit a fax to 1-802-847-6213
1-800-229-5851 for all ASO members	or submit a fax to 1-800-280-7346
1-800-568-0458 for all Outpatient Imaging Requests	or submit a fax to 1-800-280-7346
1-800-671-7527 for all Preferred Gold members	or submit a fax to 1-800-398-1420
1-800-320-5895 to call Primarilink for all VT HMO/PPO members for Behavioral Health/Substance Abuse	
1-800-568-0458 for all ASO members for Behavioral Health/Substance Abuse	

For Referrals

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

For Home Care Services

Enteral Therapy, Home Infusion, Hospice Care, Terbutaline Therapy, and Transplants

1-800-568-0458 for HMO members
1-800-229-5854 for Select Care members
1-800-280-7346 fax

For Web Site Technical Assistance

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