

# Contacting MVP Health Care

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## 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 Customer Care Center for 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 your Provider online account.
- 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
<b>Not Medically Necessary</b>	MVP Health Care Attn: Member Appeals Department 625 State Street Schenectady, NY 12305

<b>No Prior Authorization Obtained/Eligibility (excludes medical necessity appeals)</b>	MVP Health Care Attn: Member Appeals Department 625 State Street Schenectady, NY 12305
<b>Claims Exceeding Timely Filing Limits/ Contractual Denials Per MVP Policy</b>	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/providers/join](http://mvphealthcare.com/providers/join) and select *Application Request* to complete the application form. Once you have completed the form, include state and county in the subject line and email it to [MVPPR@mvphealthcare.com](mailto:MVPPR@mvphealthcare.com).

### Customer Care Center for Provider Services

Providers can verify Member eligibility and benefits online at [mvphealthcare.com](http://mvphealthcare.com) or by calling MVP's Customer Care Center for Provider Services at **1-800-684-9286**.

To find the appropriate Customer Care Center phone number for a Member, please refer to the back of their MVP Member ID card.

### Durable Medical Equipment (DME)

- The Prior Authorization Request Form for DME/O&P Items and Services (PARF) located at: [mvphealthcare.com/providers/forms](http://mvphealthcare.com/providers/forms)
- The PARF can be submitted online, faxed to **1-888-452-5947** or emailed to [authorizationrequest@mvphealthcare.com](mailto:authorizationrequest@mvphealthcare.com).
- Be sure to include all appropriate and pertinent medical documentation (e.g., office notes, lab, and radiology reports) with the completed PARF.
- Phone requests will only be taken for urgent care determinations and hospital discharges. Call **1-800-684-9286**

## Hospital Billing Questions

Call MVP's Customer Care Center for 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/providers](http://mvphealthcare.com/providers), then select *Resources*, then *Pharmacy*, then *MVP Formularies*
- The Medicare Formularies are available online at [mvphealthcare.com/providers/pharmacy](http://mvphealthcare.com/providers/pharmacy)
- 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](http://mvphealthcare.com), then *Admissions and Prior Authorizations* and choose the appropriate form
- For non-Medicare Members, fax the form to **1-800-376-6373**
- For all Medicare Members (Preferred Gold, GoldValue, GoldAnywhere, and USA Care), fax the form to **1-800-401-0915**

## MVP Professional Relations

To find your MVP Professional Relations Representative, visit [mvphealthcare.com/providers/contact-us](http://mvphealthcare.com/providers/contact-us) and select *Professional Relations Listing* – and select the appropriate territory.

Additionally, you can contact MVP Professional Relations, email [MVPPR@mvphealthcare.com](mailto:MVPPR@mvphealthcare.com).

Providers who wish to update their demographic or payment information with MVP should use the Online Demographic Change Form available at [mvphealthcare.com/demographics](http://mvphealthcare.com/demographics).

## Utilization and Case Management

<b>Members</b>	Please call the number on the back of their ID card. For Case Management, call <b>1-866-942-7966</b>
<b>Providers may call or fax their UM requests to MVP</b>	Call MVP's Provider Services at <b>1-800-684-9286</b> Faxes may be directed to the following numbers: <ul style="list-style-type: none"><li>• Prior Authorization Request Forms or Out-of-Network Requests: <b>1-800-280-7346</b></li></ul>

- 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 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 MVP's Customer Care Center for Provider Services at **1-800-684-9286**.

### **Behavioral Health**

To find your Behavioral Health Professional Relations Representative, visit [mvphealthcare.com/providers/contact-us](https://mvphealthcare.com/providers/contact-us) and select *Professional Relations Listing – Behavioral Health*.

Additionally, you can email Behavioral Health Professional Relations at [ihprovidercontracting@mvphealthcare.com](mailto:ihprovidercontracting@mvphealthcare.com).