

# Did You Know?

Introducing *Helpful Tips* from the MVP Customer Care Center for Provider Services. These will be introduced every quarter to enhance your experience when working with your partners at MVP.

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## Using Self Service Interactive Voice Response (IVR)

Our Self Service IVR can provide you with several pieces of information quickly, and efficiently and has 24-hour accessibility.

To Start call **1-800-684-9286**

**Choose Option 1** – *Providers*

Follow the Prompts to enter in:

1. NPI number
2. Tax ID#
3. Member ID#
4. Date of Birth

**Option 1** = Member Eligibility – including for a specific Date of Service

**Option 3** = Claim Status – including claim #, processed date, denied/paid date, payment information, and check/eft dollar amount.

**Option 5** = Member Coordination of Benefits (COB) information

- A reference number will be provided for your records and interaction will be recorded within MVP systems, the same as a “live” representative interaction
- Allows you to check multiple Members & Providers
- Using our Self Service IVR will allow you to retrieve the information at your fingertips without waiting on hold during busy business hours