

June 1, 2009

<Provider Name>
<Address Line 1>
<City>, <State> <Zip>

Dear Provider,

MVP Health Care recently sent you a letter announcing our new "One Point of Contact" effective June 1, 2009, as part of our efforts to streamline DMEPOS. This letter is a continuation of those efforts to give providers consistency across all the MVP regions. This is to inform you that a new list of DME, Orthotics & Prosthetics codes requiring prior authorization will be effective on August 1, 2009. The list of codes will already be familiar to some of you. The prior authorization list will be updated quarterly and is available to you on the MVP Web site in the Provider section, under Reference. Please use the DME Prior Authorization Form, available on the same Web page.

If the code you are looking to supply does not appear on the code list, the item is either allowed to be billed with no prior authorization or the item is not covered.

Also included on the DME Web page, you will find a copy of the most updated DME Coverage and Purchasing Guidelines.

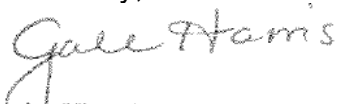
It continues to be imperative that your representatives verify eligibility and benefits for each member *prior* to fabricating or dispensing items and/or providing services. Depending on the member's plan, some items may or may not be covered.

General member eligibility and benefits may be verified online or by contacting one of our Service Centers. Please contact Schenectady Member Services at **1-888-687-6277** for member ID numbers beginning with a number. For member ID numbers beginning with an alpha character, please contact Rochester Professional Relations Service Center at **1-800-999-3920**.

For questions regarding DME items and services please contact the DME Unit directly at **1-800-452-6966**. The DME staff are available 24 hours, 7 days a week.

As always, MVP appreciates your continuing support and efforts in assisting with the health care needs of our members, promptly and with the best possible service.

Sincerely,



Gale Harris
Director Utilization Management
MVP Health Care