

May 1, 2009

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

Dear Provider:

In an effort to simplify the Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) prior authorization process, MVP Health Care is moving to a single point of contact for the associated reviews. Prior authorization reviews will be performed by the Utilization Management Department, DME Unit, at the Schenectady location starting **June 1, 2009**.

All DMEPOS items and/or services requiring prior authorization must be faxed to the DME Unit of the UM Department at Schenectady. A copy of the Prior Authorization Request Form is enclosed for your convenience. Supporting medical documentation must accompany your requests to avoid delaying determinations. The DME Unit fax number is **1-888-452-5947**.

Phone requests will only be taken for urgent care determinations. UM defines "urgent" as: Any request for medical care or treatment with respect to which the application of the time periods for making non-urgent care determinations could seriously jeopardize the life or health of the member or the member's ability to regain maximum function, based on a prudent layperson's judgment. Or, in the opinion of a practitioner with knowledge of the member's medical condition, would subject the member to severe pain that cannot be adequately managed without the care or treatment that is the subject of the request.

It is 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 on-line 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. Please contact the Professional Relations Service Center in Rochester at **1-800-999-3920** for member ID numbers beginning with an alpha character.

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

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

Enclosure