

# MVP Provider Portal Web Site Changes for Single Brand Identity Effective April 28, 2009

Effective April 28, 2009 you will see some changes to the MVP web site. The changes to the provider portal have been outlined below.

## Changes to the provider portal:

- 1) [www.preferredcare.org](http://www.preferredcare.org) will no longer exist and all MVP providers across all regions will go to [www.mvphealthcare.com](http://www.mvphealthcare.com)
- 2) New logo and Color Scheme
- 3) New “preferences” for providers to choose
- 4) Login logistical changes

- 1) [www.preferredcare.org](http://www.preferredcare.org) will no longer exist and all MVP providers across all regions will go to [www.mvphealthcare.com](http://www.mvphealthcare.com)

Beginning on April 28, 2009, all MVP Providers, Members, Brokers, and Employers will need to go to [www.mvphealthcare.com](http://www.mvphealthcare.com) to access information.

Provider Search | About Us | Careers | Contact Us | Google Custom Search GO

**MVP**  
HEALTH CARE

take on life &  
live well

Members	Medicare Members	Employers	Providers	Brokers
Find a doctor, manage your coverage, understand and use your benefits and more.	How to join Preferred Gold, benefits, prescription coverage, SilverSneakers® and more.	Manage your plan, understand your extras, compare plans and more.	Information, forms and more for physicians, hospitals and other providers.	Broker tools and info, including the new Proposal Manager for Small Business.
» Not An MVP Member Yet? <a href="#">Join MVP!</a>	» Not An MVP Medicare Member Yet?	» Not An MVP Employer Group Yet?	» Not An MVP Provider Yet?	» Not An MVP Broker Yet?

**US NEWS**  
2007  
**Best**  
HEALTH  
PLANS  
2007  
NCOA

**MEET MVP HEALTH CARE** We recently merged Web sites. Learn more about [MVP Health Care](#).

**MVP COMMUNITY** Helping our communities to take on life and live well. Visit [MVP Community](#).

**VERMONT RESIDENTS** No health insurance? Learn about [MVP VIP](#) and [Catamount Choice](#) Individual Insurance plan.

**GET KID POWER!** Whether it's kicks, sticks, or road trips, it's all part of [Kid Power](#).

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**NEED HELP NOW?**  
For emergencies, please call 911.

## 2) New Logo and Color Scheme

MVP has developed a new logo and color scheme for the website.



[Home](#) | [About Us](#) | [Careers](#) | [Contact Us](#)

Google Custom Search  **GO**

[Provider Search >>](#)

**Provider Home** | [Forms](#) | [Pharmacy](#) | [Reference](#) | [Quality](#) | [Electronic Transactions](#)

### Provider Log In:

» [First Time User](#)

Username:

Password:

**LOG IN**

[Forgot Username](#)

[Forgot Password](#)

### Submit your claims electronically

Improve claim turnaround time  
Decrease business expenses  
Receive confirmation reports

[Learn more >>](#)



Text Size:

### Important Information

#### Contact Professional Relations or Provider Claims Services

- » [More Contact Info](#)
- » [Provider FAQs](#)

Need help with this Web site? Call the eSupport Help Desk:  
1-888-656-5695  
7:00am to Midnight  
Monday - Friday  
8:00am - 4:00pm  
Saturday-Sunday

### Benefits, Eligibility, Claims, and Outpatient Services (Requires Log In)

- » [Check Claims Status](#)
- » [Check Referral and Authorization Status](#)
- » [Check Member Eligibility](#)
- » [Submit Referrals](#)
- » [Find Inpatient Stays](#)
- » [Submit Online Claim Form](#)
- » [McKesson InterQual](#)

### References

- » [Credentialing](#)
- » [Durable medical equipment](#)
- » [NPI information](#)
- » [Medical Coding and Training](#)
- » [Member plan options](#)

### Quality Programs

- » [Hospital patient safety](#)

### Pharmacy

- » [Formulary](#)
- » [Covered drug search](#)
- » [Medicare Part D information](#)

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### 3) New “Preferences” for Providers to choose

As a result of the merging of [www.preferredcare.org](http://www.preferredcare.org) and [www.mvphealthcare.com](http://www.mvphealthcare.com), MVP will need more information about what the provider is looking for in order to provide accurate information.

The screen below asks the provider to choose the type of member (based on member ID) that they would like information on. Once the provider chooses either, “Number 8” or “Letter (or claims address is Rochester, NY)” then the provider will be directed to the correct content.

**MVP HEALTH CARE**

Home | About Us | Careers | Contact Us |  GO

Provider Search >>

**Provider Home** | Forms | Pharmacy | Reference | Quality | Electronic Transactions

**Provider Log In:**

» First Time User

Username:

Password:

[Forgot Username](#)  
[Forgot Password](#)

**Member Information Check**

**Website content can vary by plan/region.** The first character of the member / subscriber ID enables us to present you with accurate information.

**Choose one to continue.**

My patient's MVP ID starts with:

- » Number 8
- » Letter (or Claims Address is Rochester, NY)

*Note: For CIGNA patients please visit [www.cignaforhcp.com](http://www.cignaforhcp.com)*

**Sample ID Card**

**MVP HEALTH CARE** Subscriber/Member ID: 82000606100  
H1501415 J SAMPLE Sr

Plan Type: SAMPLE

Group # 214309 Effective Date: 05/01/2009

PCP Office Visit: \$15	Specialist Office Visit: \$15
Hospital Inpatient: \$500	Emergency Room: \$50

RX Group#: MVPCOMM Bin# 610014

Text Size:

**Important Information**

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- » More Contact Info
- » Provider FAQs

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Saturday-Sunday

Once a provider has chosen either “Number 8” or “Letter”, their preferences will be stored. If the provider would like to change their “preference”, they would need to use the section circled in red below. Once they click on “change now” it will take them to the screen above.



Provider Se:

**Provider Home** | Forms | Pharmacy | Reference | Quality | Electronic Transactions

Provider Log In:

» First Time User

Username:  
  
Password:

Forgot Username  
Forgot Password

**Provider Forms**

**Claims & Reimbursement**

- » Claim Adjustment Request Form
- » Claim Status Request Form
- » Dental Provider Claim Adjustment Form

**Prior Authorization and Referral**

- » Prior Authorization Request Form (NY/NH)
- » Prior Authorization Request Form (VT)
- » Prior Authorization Request Form for DME/O&P Items & Services
- » Radiology Prior Authorization List
- » Referral Form

**Behavioral Health**

- » End of Year Continuing Treatment Log
- » Mental Health Consultation Form
- » Outpatient Treatment Report for Mental Health and Release of Information Form
- » Outpatient Treatment Report for Methadone/Buprenorphine and Release of Information Form
- » Outpatient Treatment Report for Substance Abuse and Release of Information Form

**Pharmacy**

**Prior Authorization Forms**

- » Antifungals
- » ARBs
- » Arthritis, Biologic Agents
- » Blood Modifiers - Anemia

**Medicare Part D Forms**

- » B vs D - Oral Chemotherapy & Immunosuppressants
- » B vs D - Anti-emetics
- » B vs D - Nebulizer Solutions

**Current Selection**

Patient's MVP ID starts with: **the Number 8**

» Change Now

Text Size

Important Information

Contact Professionals or Provider Claims Services

- » More Contact
- » Provider FAQ

Need help with the Web site? Call the eSupport Help Desk 1-888-656-5695 7:00am to Midnight Monday - Friday 8:00am - 4:00pm Saturday-Sunday

#### 4) Log-in Logistical Changes

As a result of the merging of [www.preferredcare.org](http://www.preferredcare.org) and [www.mvphealthcare.com](http://www.mvphealthcare.com), providers will still have their legacy Preferred Care log-in, as well as their Legacy MVP log-in. The “First Time user” link has been updated to the following:

Home | About Us | Careers | Contact Us

**MVP HEALTH CARE**

Provider Search >>

Provider Home Forms Pharmacy Reference Quality Electronic Transactions

Provider Log In:  
» First Time User

**First Time User Instructions**

As MVP integrates our core systems and applications providers will have two different logins to the MVP Web site. Providers will need to login differently in situations where they want to view information relating to a patient with an ID number that starts with "8" and viewing information relating to a patient with an ID number that starts with a letter or has a claims address in Rochester, NY.

**If your patient's Member ID starts with:**

- **Number 8 QR Claims Address is Schenectady, NY**

<b>User Name</b>	Enter your MVP Payee ID (from your remittance advice)
<b>Password</b>	Enter you Federal Tax ID

After initial login you will be prompted to create a new password.  
Your MVP Payee ID will remain as your user name.

- **Letter QR Claims Address is Schenectady, NY**

Please fill out the [registration form](#) and our eSupport Helpdesk will contact you with your new login information.

For CIGNA patients please visit [www.cignaforhcp.com](http://www.cignaforhcp.com)

Text Size:   **Important Information**

**Contact Professional Relations or Provider Claims Services**

» More Contact Info  
» Provider FAQs

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1-888-656-5695  
7:00am to Midnight  
Monday - Friday  
8:00am - 4:00pm  
Saturday-Sunday

**MVP HEALTH CARE** Subscriber/Member ID: 82000606100  
H1501415 J SAMPLE Sr

Plan Type:  
SAMPLE

Group # 214309 Effective Date: 05/01/2009  
PCP Office Visit \$15 Specialist Office Visit: \$15  
Hospital Inpatient: \$500 Emergency Room: \$50

RX Group#: MVPCOMM Bin# 610014

MVP providers will be able to gain access to both easyLink and the MVP provider portal. These two applications provide participating providers with access to member eligibility, claims status, outpatient services, etc.

EasyLink will still be used for checking eligibility, claims status or outpatient services searches on any member that is administered out of Rochester. These members have a member ID that begins with a letter (“A”). If the provider needs to access information in easyLink then they should login to the MVP web site with their easyLink username and password. Once logged in, they will need to click on the “grey box” on the provider homepage and they will be redirected to easyLink.



[Provider Search >>](#)

**Provider Home** | **Provider Portal**

- ▶ Member Search
- ▶ Member Summary
- ▶ Limited Benefit Summary
- ▶ Deductible Out-of-Pocket Maximum
- ▶ Authorizations Search
- ▶ Authorizations History
- ▶ Claims Search
- ▶ Claims History
- ▶ Eye Care Search
- ▶ Eye Care Summary
- ▶ NPI Maintenance
- ▶ Online Resources
- ▶ News
- ▶ Log Out
- ▶ *Care Compass HMO*
- ▶ *Care Compass PPO*
- ▶ PCP Performance Metrics
- ▶ *McKesson InterQual*

**Payer:** MVP Health Care      **Requestor ID:** ABE023803

**Welcome to MVP Health Care easyLink for Providers!**

Click on "Member Search" in the left-hand toolbar to begin. To protect confidential health information, you will be automatically logged out after 30 minutes of inactivity. If an inactivity timeout occurs, simply log in again to start a new session.

**Questions? Call our Supplier Automation Support Line at 585-327-2239.**

**What's New at MVP Health Care**

Please check this page often for recent news.

**Important Information**

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7:00am to Midnight  
Monday - Friday  
8:00am to 4:00pm  
Saturday - Sunday



The MVP provider portal will still be used for checking eligibility, claims status or outpatient services searches on any member that is administered out of Schenectady. These members have a member ID that begins with the number “8”. If the provider needs to access information from the MVP provider portal, then they should login to the MVP web site with their MVP username and password. Once logged in, they will need to click on the “grey box” on the provider homepage and they will be redirected to the provider portal.



- Provider Snapshot
- Patient Inquiry
- Claim Center
- Medical Management
- McKesson InterQual
- Contact Us
- Log Off

**Provider Home**   Forms   Pharmacy   Reference   Quality   Electronic Transactions

You are logged in as:

#### Provider Snapshot

**Provider:** |  
**NPI:**  
**Type:**  
**Specialty:**  
**Languages:** None  
**Primary Address**

#### Provider News

1. View FAQs in *easyLink* for Providers  
Click the *Online Resources* link (left) for the complete set of Frequently Asked Questions About the MVP/Preferred Care Medical Policy Integration Process and Merge, re-printed from FastFaxes #5 and #15 (2006).

#### Manage Patients

- Manage information and re patients.
- Find a Patient or Member
- Submit Referral

#### Claims & Services

- View patient claims and s
- View Recent Claims
- View Outpatient Services
- View Inpatient Stays

#### Provider Look-up

- The provider look up includ specialists and facilities to healthcare needs.
- Find a Provider

**Please note: All functionality within the MVP provider portal and easyLink has remained the same. There have not been any changes to functionality at this time.**