

Provider Participation Guide



Credentialing or Registering with MVP Health Care



How to Become a Participating Provider:

This *Provider Credentialing/Registration Guide* contains a comprehensive guide to the credentialing and registration processes. The guide includes all necessary forms to ensure that your credentialing or registration application is complete and can be processed promptly, allowing you to commence seeing MVP Members upon completion of the credentialing or registration.

All Providers must complete the credentialing or registration process to join MVP's network. Providers who have not completed this process will not be reimbursed as an in-network Provider.



Step 1 Process Determination

Select the "I am" statement that fits your situation to become a participating health care Provider with MVP or update your demographic information. Providers may belong to multiple categories.

Physicians or Ancillary Providers		
<p>I am</p> <ul style="list-style-type: none"> • An MD or DO • A DDS/DMD — Oral Surgeons only • An Anesthesiologist practicing in a par Ambulatory Surgery Center only or a Pain Management Specialist • An Ancillary Provider: Physical Therapist, Occupational Therapist, Speech Therapist, Optometrist, Podiatrist, Certified Diabetic Educator, Audiologist, Registered Dietitian/ Nutritionist, or Registered Nurse • First Assistant (RNFA) practicing independently • A Provider Practicing in Vermont Only: Naturopath, Certified Athletic Trainer, Behavioral Health Specialist, Anesthesia Assistant (AA), or Advanced Practice Registered Nurse (APRN) wishing to be listed in the directory 	<p>I am</p> <ul style="list-style-type: none"> • Providing services as a Hospitalist in the Inpatient setting only and have one of the following specialties: Internal Medicine, Family Practice, Pediatrics, Emergency Medicine, Anesthesia, Critical Care, Neonatologist, Pathologist • An Optician 	<p>I am</p> <ul style="list-style-type: none"> • A Behavioral Health Specialist (e.g., Mental Health Counselor, Psychologist) intending to treat MVP Members after January 1, 2020 <p>Behavioral Health Specialists intending to treat MVP Members prior to January 1, 2020, are asked to visit mvphealthcare.com and select <i>Providers</i>, then <i>Join MVP</i>, then <i>credentialing details and frequently asked questions</i> and follow the outlined process.</p>
<p>Action: <i>Continue to Step 2A.</i></p>	<p>Action: <i>Physicians must be registered with MVP; continue to Step 2C.</i></p>	<p>Action: <i>Continue to Step 2A.</i></p>
<p>I am</p> <ul style="list-style-type: none"> • A Dentist interested in providing services to MVP Medicaid Managed Care, Child Health Plus, Essential Plan, MVP Harmonious Health Care Plan, or Dental PPO Members 	<p>I am</p> <ul style="list-style-type: none"> • A Chiropractor • An Acupuncturist • A Massage Therapist 	
<p>Action: <i>Contact DentaQuest at dentaquest.com/en/providers</i></p>	<p>Action: <i>Continue to step 2A.</i></p>	

and follow the directions to join the network.		
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Mid-Level Providers		
<p>I am</p> <ul style="list-style-type: none"> • A non-psychiatric Nurse Provider • (NP)-not practicing independently • A Physician Assistant (PA) • A Certified Registered Nurse Anesthetist (CRNA) • A Registered Nurse First Assistant (RNFA) working exclusively in the hospital and who is credentialed and privileged by the hospital (excludes Medicare) • A Provider Practicing in Vermont Only: Advanced Practice Registered Nurse (APRN) not interested in being listed on the directory to be listed in the directory 	<p>I am</p> <ul style="list-style-type: none"> • A Certified Nurse Midwife (CNM) • CNMs interested in being listed in the directory must be credentialed 	<p>I am</p> <ul style="list-style-type: none"> • A Nurse Practitioner• • practicing independently • A psychiatric Nurse Practitioner• practicing independently • A psychiatric Nurse Practitioner• • not practicing independently
<p>Action: Complete the Mid-Level and Ancillary Provider Registration form.</p>	<p>Action: To determine whether you meet the MVP credentialing requirements, continue to Step 2B.</p>	<p>Action: To determine whether you meet the MVP credentialing requirements, continue to Step 2B.</p>

If you do not see your specialty or area of expertise listed above, please contact us at ProviderEnrollment@mvphealthcare.com to determine the best process to become a Participating Provider with MVP. Be sure to include the county and state in the subject line of your email. You may also call the MVP Customer Care Center for Provider Services at **1-800-684-9286**.

The Credentialing or Registration Process

2A. Credentialed or Registered/Contracted Providers

To begin the credentialing process, follow these steps:

1. **Visit Council for Affordable Quality Healthcare (CAQH) at proview.caqh.org.**
 - a. If you do not already have an existing CAQH application, follow the steps on the website to create an application.
 - b. Ensure that the Primary Practice State in which you practice is listed. If the Primary Practice State of your CAQH application is listed as Massachusetts, you must complete the MVP Supplemental Provider Credentialing Application.
2. **Confirm the fields listed below are complete on the CAQH application.**
 - **Personal Information:** This section must be complete, and include any previous names used and your email address.
 - License, DEA, and New York State Medicaid ID (MMIS#):
 - a. All current and previous licenses must be listed, as well as a license for each state in which you will practice and provide services to MVP Members.
 - b. Current DEA for each state in which you will provide services for MVP Members.
 - c. Providers must have an active New York State MMIS# to participate with and be reimbursed for services provided to MVP Medicaid Managed Care, MVP Child Health Plus, and MVP Harmonious Health Care Plan® Members.

Education and Training: Include all education and training with completion date of each.

Specialty: Specialty for which you are applying; note that MVP recognizes only American Board of Medical Specialties/American Osteopathic Association (ABMS/AOA) Physician Specialty boards.

Practice Information: List all your current practice information and addresses.

Hospital Affiliation: MVP requires Physicians, Podiatrists, Naturopaths, CNMs, and NPs to have admitting privileges or other acceptable arrangements at an MVP-participating hospital. Please note, Diagnostic Radiologists and Ancillary Providers do not require hospital affiliation.

- a. To determine which hospitals, participate with MVP, refer to the MVP Contracted Hospitals by Health Plan Line of Business (LOBs) listing. The hospital must participate for all the LOBs for which you are requesting to be contracted.
- b. If you do not have privileges at an MVP-participating hospital, you must complete the MVP Practitioner Continuity of Care (COC) Statement indicating who will admit on your behalf.
- c. Physicians practicing in an Urgent Care facility do not need admitting privileges if the MVP participating Urgent Care facility's transfer protocol has been approved by MVP. This can be verified by your own Urgent Care Center's credentialing contact.

Malpractice Information: MVP requires Providers to have \$1.0/\$3.0 million coverage in malpractice insurance.

- a. Ensure your current malpractice insurance certificate is uploaded to your CAQH application.

Credentialing Contact Information: Confirm information is complete on CAQH application.

Work History: You must include the start and end dates of all places of employment, including your current employer. If there are any gaps of more than three months, you must provide an explanation.

Disclosure Questions: Providers must complete this section. For the timeliest processing, make sure that:

- a. All malpractice cases are disclosed;
- b. Any reports that would include malpractice case settlements made to NPDB are disclosed.

Required Supporting Documents: All required supporting documents must be up-to-date and uploaded to your application:

- a. Attestation signed and dated (signature stamps are not acceptable).
- b. Copy of license for all states in which you will provide service to MVP Members.
- c. Copy of DEA for each state in which you will be practicing.
- d. Current Malpractice Face Sheet.
- e. Copy of W-9.

After reviewing your CAQH application, complete the attestation process and grant MVP access to your application. Leaving any of the fields blank or incomplete may cause a delay in your credentialing application with MVP.

Action: *Move to Step 3*

2B. Credentialed Nurse Practitioners

Nurse Practitioners interested in becoming credentialed must meet these specific requirements:

- You must meet independent practice requirements for your state (NY/VT).
- You must have the "F" qualification for prescriptive privileges on your New York State NP license.
- CNM's must have a collaborative agreement with an MVP Participating Provider in the specialty of OB/GYN.
- You must have a DEA certificate or acceptable prescribing plan.
- If requesting credentialing as a Primary Care Provider (PCP) and you are employed by a physician group, the group must be in support of your participation with MVP as a PCP.

If any of the specific requirements above are not met, you may still meet the MVP criteria to be a registered Nurse Practitioner.

Action: *Complete the Mid-Level and Ancillary Practitioner Registration form and send it to the appropriate email or fax number indicated on the form.*

If all the statements above are true, you may meet the MVP credentialing criteria.

Action: *Complete Step 2-Part A.*

2C. Registered Providers

Providers who meet MVP's criteria to be registered must complete the action steps below to obtain and complete a contract.

Action: *Obtain and Complete a Contract*

Physicians complete the MVP Contracted Provider Registration form.

Opticians complete the Mid-Level and Ancillary Registration form.

Scan and email the completed form, including any supporting documentation required to ProviderEnrollment@mvphhealthcare.com. Include the county and state in which you are practicing in the subject line of the email.

You must include a copy of your license and DEA certificate.

Step 3: Complete the Application Request

1. Complete the [Provider Application Request](#) form.
2. Email a copy of the completed form to ProviderEnrollment@mvphhealthcare.com. Include the county and state of your primary practice in the subject line of the email.
3. Attach any additional required documents.

Action: *Move to Step 4*

Step 4: What to Expect Next

Once your credentialing or registration request has been submitted, you will hear from an MVP Contract Analyst within 10 business days. You will receive one or more of the following:

- A contract, if one is required, which will need to be signed and returned to MVP
- An email informing you of any missing information on your CAQH application. If the application is missing any of the information listed in the email, you will be asked to supply that information within 10 business days. If you do not supply this information to MVP within 10 business days, MVP will close out your application. Once you have all the required information, you may apply again.

After a signed contract is received and your application is under initial review, you will receive an email informing you that your application has been sent to the MVP Credentialing Department for processing and review by our Credentialing Committee. It may take up to 60 days from the date of this notification for the credentialing process to be completed. Refer to the Provider Credentialing Rights. The Credentialing Committee meets once during the last week of each month to review applications.

You will receive a welcome letter once approved by the MVP Credentialing Committee.

Providers should not provide services to an MVP Member until they have received confirmation that they have been approved as a participating provider with MVP.

MVP reviews each provider's credentialing information every three years through our recredentialing process. It is imperative that you keep your CAQH application up to date with your most current information and practice locations to meet the MVP recredentialing requirements.

Questions regarding the applications process? Contact **ProviderEnrollment@mvphealthcare.com** or call the MVP Customer Care Center for Provider Services at **1-800-684-9286**.

The Provider Credentialing Rights apply to any Provider in our system either through the Credentialing or Registration process.

Provider Credentialing Rights

Right of Providers to be Informed of Application Status

Applicants have the right to be informed of the status of their credentialing or recredentialing application. MVP, upon direct verbal or written request from the applicant, will notify the applicant of their application's status.

Right of Providers to Review Information

Applicants have the right to review the information obtained from any outside primary source that is presented to the Credentials Committee in support of their credentialing and/or recredentialing application. Upon written request, MVP will make its credentialing and recredentialing criteria available to all applicants. Release of information obtained from a third party will be subject to the consent of the third party. Recommendations, letters of reference, and other peer review protected information are not subject to this disclosure. MVP also acknowledges that information obtained from the National Practitioner Data Bank or other outside entity that is not allowed to be released will not be released to the practitioner.

Right to Correct Erroneous Information Submitted by Another Party

MVP will notify the applicant of any information obtained during the credentialing and/or recredentialing process that varies substantially from the information given to MVP by the Provider. The applicant will have seven calendar days from notification to clarify and/or correct such discrepancies.