

Claims Status Process

MVP Health Care® (MVP) continues to monitor the coronavirus disease 2019 (COVID-19) situation carefully and are taking proactive measures to protect the health and safety of MVP members, employees, providers, and our community. We are working to keep providers up to date all on changing guidelines and policies.

Due to increased call volume related to COVID-19, MVP is suspending the ability to request claims status over the phone. We are asking providers not to call the Customer Care Center for Provider Services or their Professional Relations representative to inquire about routine claims status.

Claims status can be determined by logging in to your online provider account at **mvphealthcare.com/providers**.

- To request access, visit **mvphealthcare.com/ProviderRegister**.
- To view a tutorial for how to request access, visit **mvphealthcare.com/providers/education**.
- For technical support logging into your account, email **esupport@mvphealthcare.com** or call **1-888-656-5695**.

Alternatively, providers may fax a claims status request to **585-327-5759**. Responses will be faxed to the number provided within two-to-three weeks. Requests must include the following information:

- Provider or Facility Name
- Provider or Facility NPI
- Provider or Facility Tax ID
- Provider Fax Number (where responses should be sent)
- Member Name
- Member ID
- Date of Service
- Billed Amount
- Indicate if it is a Behavioral Health Claim

We appreciate your cooperation.

Online Provider Account

In addition to determining claims status, providers may login to their online provider account to determine member eligibility and benefits, submit status claim adjustment requests, check prior authorization status, and more. To view a tutorial and reference guide for how to access information in your provider account, visit **mvphealthcare.com/providers/education**.

To receive future FastFax messages by email, send a request to **MVPFastFax@mvphealthcare.com**.

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at **1-800-684-9286**.

