

## Provider Service Upgrades Interactive Voice Response (IVR) System

As of June 11, 2020, MVP Health Care® (MVP) has upgraded the Provider Service IVR to streamline Provider phone calls. We have reduced the number of prompts which will put your practice in touch with our Provider Service Associates more quickly and efficiently.

In addition to asking for NPI in the IVR, your practice Tax ID number will also be requested. This will eliminate the need to give this information to the Provider Service Associate during the call. Providers will also be able to easily check Claims' status using our *Claims Status Self Service* option. You will simply choose Option #3 for Claims.

To view a summary of all updates, visit [mvphealthcare.com/Providers/COVID19](https://mvphealthcare.com/Providers/COVID19).

To receive future FastFax messages by email, send a request to [MVPFastFax@mvphealthcare.com](mailto: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.

