

Online Provider Demographic Information Review Request

The Centers for Medicare and Medicaid Services (CMS) regulation 42 CFR 422.111(b)(332020) and (h)(2)(ii), 422.112, 423.128(d)(2) mandates all health plans require its participating provider network perform a quarterly review of its provider demographic information found in the plan's online directory. As a Participating Provider with MVP Health Care® (MVP), we are requesting that you review the listed information and ensure it is accurate and up to date. Incorrect information can affect the accuracy and availability of provider payments and may also affect the accuracy of member information available in your online provider account. MVP must be notified of any demographic change requests. Failure to correct demographic information constitutes a breach of your obligations under your Participating Provider agreement.

Please follow these steps and complete this review no later than January 31, 2021.

Step 1 – Visit mvphealthcare.com/searchproviders

Step 2 – Select *Search by Location & Plan Type*. Then click *Choose a location and plan*. Then enter a zip code for your desired search. Select *Browse a list of plans*, then select *All Plans* at the bottom of the page.

Step 3 – If demographic information is incorrect, please access the Online Provider Change of Information form at mvphealthcare.com/demographics and submit the correct information to MVP. Delegated providers should contact their delegate administrator to update their demographic information.

Step 4 – If the update applies to multiple providers in the group, choose contracted group on the form and attach a roster of all providers the change applies to, including the provider's name and NPI.

Step 5 – A reference number will be provided to you once the form is submitted. Please keep this for your records and use it when requesting the status of your change.

Step 6 – Log in to CAQH and make any demographic updates to your CAQH profile so it matches the information you are submitting to MVP and re-attest your CAQH.

Note – this only applies to credentialed physicians. Registered Mid-Level Providers and Hospitalist Physicians based solely in the hospital will not be listed in the online directory. These providers can disregard this notice.

Demographic Data Reminder

As outlined in the Provider Resource Manual, MVP requires all MVP Participating Providers to be listed in the MVP directory to ensure Members can find all MVP in Network Providers. All MVP Participating Providers will be visible to Members starting in 2021. The policy can be found in the Provider Resource Manual, which is located at mvphealthcare.com/PRM. If you have any questions please reach out to your Professional Relations Representative.

To receive future FastFax messages by email, send a request to your Professional Relations Representative.

To view all faxed messages, visit mvphealthcare.com/FastFax.

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

