

Did You Know?

Introducing *Helpful Tips* from the MVP Customer Care Center for Provider Services. These will be introduced regularly to enhance your experience when working with your partners at MVP.

Using Self Service Interactive Voice Response (IVR)

Our Self Service IVR can provide you with several pieces of information quickly, and efficiently and has 24-hour accessibility.

To Start call **1-800-684-9286**

Choose Option 1 – Providers

Follow the Prompts to enter in the following:

1. NPI number
2. Tax ID#
3. Member ID#
4. Date of Birth

Main Menu Prompts

Option 1 = Member Eligibility – including for a specific Date of Service

Option 2 = Behavioral Health questions – for inquiries from BH providers

Option 3 – Benefit questions

Option 4 = Claim Status – including claim #, processed date, denied/paid date, payment information, and check/eft dollar amount.

- The IVR will now speak the denial code as well as provide a verbal explanation of the reason for the denial
- The IVR will also state for further information please refer to the EOB, via Payspan

Option 5 – Authorization inquiries – including imaging and radiation therapy

Option 6 = Member Coordination of Benefits (COB) information.

Option 7 – To report demographic changes

A reference number will be provided for your records, and interaction will be recorded within MVP systems, the same as a “live” representative interaction. Allows you to check multiple Members & Providers. Using our Self Service IVR will allow you to retrieve the information at your fingertips without waiting on hold during busy business hours

Did you know that you can download Admission and Prior Authorization forms from our website?

The Customer Care Center for Provider Services cannot take authorization requests over the phone. No problem! [Visit our website.](#)

- Select the fourth tab down- Admissions and Prior Authorizations
- For Behavioral Health prior notification and authorization forms, select the seventh tab down – Behavioral Health
- Choose the correct PDF from to download. Please note some forms require a pre login to the Provider Portal.

Forms include, but are not limited to:

- Admissions and Prior Notification forms
- Prior Authorizations- including DME/O&P and Skilled Nursing Facilities & Acute Inpatient Rehabilitation, Behavioral Health Outpatient Treatment Requests and ABA Authorization Requests
- Pharmacy
- Medicare Part D
- Radiation and Radiation Therapy - Information about eligibility and prior authorization can be found at [eviCore healthcare](#).

Submit by following the instructions indicated on each of the forms (email or fax). All supporting medical documentation and/or any additional pertinent information should be included when submitting this form.

Medicare Member ID Card Updates

Did you know that we no longer print cost-share information on the MVP Medicare Member ID Card? To find out what a Member's cost share is for services, visit

mvphealthcare.com/Providers, *Sign in* to your MVP Provider Online Account, and check *Member Eligibility*.