

Overview

Electronic Data Interchange (EDI) is the electronic interchange of business information using a standardized format; a process which allows MVP to send information electronically rather than with paper.

Q1: What is MVP's Payer ID?

A1: MVP's Payer ID is 14165

Q2: Can I submit my claims through mvphealthcare.com?

A2: MVP does not have the capability for claim submission through our website.

Q3: Where do I call for status on my electronic claim?

A3: For status on any claim submitted to MVP please contact our Customer Care Center at 1-800-684-9286.

Q4: Does MVP offer Electronic Funds Transfer (EFT)?

A4: Yes, MVP offers EFT/ERA through PaySpan. Please contact PaySpan directly for set up:

Email: providersupport@payspanhealth.com

Phone: 877-331-7154 and select option one

Q5: Do I need to fill out an MVP EDI Enrollment Form if I have EFT/ERA through PaySpan?

A5: No, you would not complete an MVP EDI Enrollment Form if you are set up through PaySpan for EFT/ERA. When you are registered with PaySpan your EFT and your ERA go directly to PaySpan. You would set up a connection with PaySpan so your clearinghouse can retrieve your remittance on your behalf directly from PaySpan.

Q6: Can I just receive an electronic remittance advice (ERA) and still get a paper check?

A6: Yes, you would need to coordinate this with your clearinghouse and complete MVP's EDI Enrollment Form located on our website:

<https://swp.mvphealthcare.com/psspub/providerSelfService/Pub/Edi/ProviderEdiEnrollment.aspx>

Q7: Who do I call if I am having trouble logging into the MVP Provider Portal?

A7: Please contact MVP's E Support Department at **1-888-656-5695** or esupport@mvphealthcare.com

Q8: I am missing an electronic remittance (ERA). How can I get my remittance replaced?

A8: If you receive your remittance through a clearinghouse you would need to contact your clearinghouse directly. If the clearinghouse is unable to locate the remittance, they should contact MVP's EDI Services Department at **1-877-461-4911**.