

## Online Provider Demographic Information Review Request

The Centers for Medicare and Medicaid Services (CMS) regulation 42 CFR § 422.111(b)(3) and (h)(2)(ii), 422.112, 423.128(d)(2) mandate that a health plan require its participating provider network to 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), you must review the listed information and ensure it remains accurate and up-to-date. Incorrect information can affect the accuracy of provider payments and the 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 July 31, 2021.**

**Step 1** – Visit [www.mvphealthcare.com/searchproviders](http://www.mvphealthcare.com/searchproviders)

**Step 2** – Select *Search by Location & Plan Type*. Then, click *Choose a location and plan* and 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 all information is accurately displayed in the Provider directory, then no further action is required. If demographic information is **incorrect**, please update your information online using the "Provider Change of Information" form at [www.mvphealthcare.com/demographics](http://www.mvphealthcare.com/demographics). 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 for which change applies and include each 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 inquiring the status of your change request.

**Step 6** – Log in to your CAQH ProView account and make any demographic updates to your CAQH profile, so it matches the information you are submitting to MVP and re-attest your CAQH. *\*This notice 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.*

### Demographic Data Reminder

As outlined in the Provider Resource Manual, MVP requires all MVP Participating Providers to be listed in the MVP Provider directory to ensure Members can easily find all in-network providers. All MVP Participating Providers will be visible to Members. If you have any questions, please refer to the Provider Resource Manual at [mvphealthcare.com/PRM](http://mvphealthcare.com/PRM) or reach out to your MVP Professional Relations Representative.

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

To view all faxed messages, visit [mvphealthcare.com/FastFax](http://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.

