



AUTHORIZATION LOOK-UP

MVP HEALTH CARE PROVIDER PORTAL

BENEFITS OF LOOKING UP AUTHORIZATIONS ON THE PORTAL

- View authorization requests that are in MVP's system. Authorizations can be seen in real time, through the portal, as they are entered
- Obtain the status of all types of authorizations, inpatient, outpatient and pharmacy

ACCESSING THE PROVIDER PORTAL

- Go to mvphealthcare.com
 - Click on PROVIDERS at the top of the web page
 - Enter your current username and password
- OR
- Click on Register under PROVIDER LOG IN for instructions on obtaining a username and password.

Once logged in, click on Authorization Status Search:

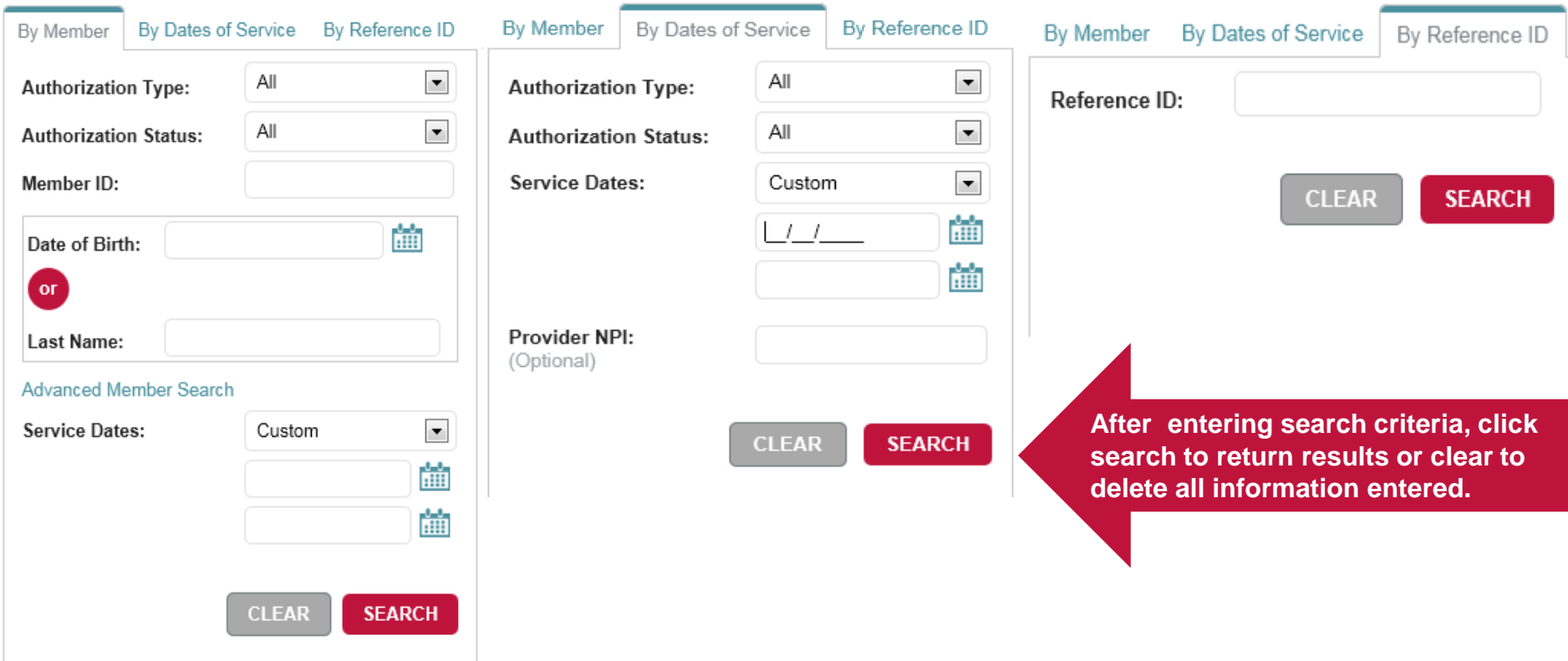
BENEFITS, ELIGIBILITY, CLAIMS, AND OUTPATIENT SERVICES (REQUIRES LOG IN)

Provider Snapshot
Eligibility Search
Claim Search

Authorization Status Search
Imaging Authorization Request

SEARCHING FOR AUTHORIZATIONS

Search for auths with member information, date of service or authorization number/reference ID.



The image displays three sequential screenshots of the authorization search interface, illustrating different search criteria options.

By Member Search: This interface includes tabs for "By Member", "By Dates of Service", and "By Reference ID". The "By Member" tab is active. Fields include: Authorization Type (All), Authorization Status (All), Member ID, Date of Birth (with a calendar icon), Last Name, and Service Dates (Custom, with two date input fields and calendar icons). A red "or" button is positioned between the Date of Birth and Last Name fields. "CLEAR" and "SEARCH" buttons are at the bottom.

By Dates of Service Search: This interface has the "By Dates of Service" tab active. Fields include: Authorization Type (All), Authorization Status (All), Service Dates (Custom, with two date input fields and calendar icons), and Provider NPI (Optional). "CLEAR" and "SEARCH" buttons are at the bottom.

By Reference ID Search: This interface has the "By Reference ID" tab active. It features a single "Reference ID" input field, "CLEAR", and "SEARCH" buttons.

After entering search criteria, click search to return results or clear to delete all information entered.

AUTHORIZATION STATUS DETAILS

View information for outpatient and inpatient authorizations such as status, the place of service, dates, description of services and usage.

Authorization Status Details

Authorization Reference ID 02000000 - Approved

Authorization Information			
Authorization Type:	Medical	Service Level:	Elective
Inpatient / Outpatient:	Outpatient	Place of Service:	On Campus-Outpatient Hospital
Effective Dates:	05/30/2016 - 05/30/2017	Primary Diagnosis:	R6889 - Other general symptoms and signs
Status:	Approved		

Patient Information	
Authorization For:	JANE DOE
Member ID:	81234567800
Medicare ID:	
Medicaid CIN:	
Group:	11100 SUNNY'S BARBER SHOP
Date of Birth:	07/19/1948
Age:	67
Gender:	Female
Address:	555 MILLS RD BROADALBIN, NY 12025
Phone:	(518) 555-5555

Click on the member's name to view eligibility and benefits.

Physician Information	
Requestor:	SMITH, SAM
Practice Name:	N/A
NPI:	1234567890
Address:	123 RED WAY ROCHESTER, NY 12345
Phone:	(585) 555-5555
Servicing Provider:	ABC HOSPITAL
Practice Name:	N/A
NPI:	1234567890
Address:	123 RED WAY ROCHESTER, NY 12345
Phone:	(585) 555-5555

Requested Service							
From	To	Codes	Description	Units Authorized	Units Consumed	Status	Reason
05/30/2016	05/30/2017	63030	Exc lv Disk Lumbar Unilat	1	0	Approved	Approval
05/30/2016	05/30/2017		Ancillary Services		0	Approved	Approval

AUTHORIZATION STATUS DETAILS

View information for pharmacy authorizations such as status, the dates, description of services as well as provider and member information

Authorization Details

Authorization Reference Number: 123123123-101 - Approved

AUTHORIZATION INFORMATION			
Authorization Type:	Pharmacy	Service Level:	Elective
Effective Dates:	01/01/2016 - 03/31/2016	Place of Service:	Pharmacy
Status:	Approved	Service:	Other Rx Drugs
Reason:			

PATIENT INFORMATION	
Authorization For:	<u>SMITH, JOHN K.</u>
Member ID:	11111111100
Group:	123456 - Employer Name
Date of Birth:	01/01/1970
Age:	46
Gender:	Male
Address:	123 Elm St Upstate, NY 12345 (333) 333-3333

PHYSICIAN INFORMATION	
Requestor:	JONES, WILLIAM
NPI:	123456789
Address:	123 Main St Upstate, NY 12345 (111) 111-1111
Servicing Physician / Facility:	HOSPITAL
NPI:	987654321
Address:	321 Main St Upstate, NY 12345 (222) 222-2222

REQUESTED SERVICE									
From	To	Codes	Description	Authorized Dose	Units Authorized	Units Consumed	Status	Reason	
01/01/2016	03/31/2016	57894003001	Remicade	300 mg	1	0	Approved	Approval	

NAVIGATING FROM EXISTING PROVIDER TOOLS

Click VIEW AUTHORIZATIONS from the Eligibility Search screen.

Eligibility Search

 Print this Page

***Required Field**

Search must include at least two of the following:

As Of Date*  Product*

Member ID Date of Birth  Last Name SSN

Advanced Search 

Patient: JANE DOE


Eligible As Of: 03/15/2015

 [View Patient Claims](#)

 [View Authorizations](#)

NAVIGATING FROM EXISTING PROVIDER TOOLS

Click on the AUTHORIZATION NUMBER in the Claim Procedures field on the Claim Details screen.

Claim Procedures													Expand All
Proc	CPT	Rev Code	Svc. Dates	POS	Units	Charge	Allowed	COB	Withhold	Deductible	Copay	Coinsurance	Paid
1	P96404L1	0300	11/01/2015 - 11/01/2015		1	\$56.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>One-Way Allow Prorated Trip</p> <p>Explanation: Line item denied due to invalid code/payment modifier combination Edit Clarification</p> <p>Diagnosis Code: Z79899 Other long term (current) drug therapy</p> <p> Print Procedure Details</p> </div> <div style="width: 35%; border: 2px solid red; padding: 5px;"> <p>Place of Service:</p> <p>Authorization Number: 123123123-101</p> <p>Discount: \$0.00</p> <p>Capitated: N</p> </div> </div>													

CONTACT

For Technical Questions – Any issues you may be experiencing or help logging into your account

Call: E-Support at 1-888-656-5695

For All Other Questions or Feedback

Call: Amber Gross at 1-518-388-2604

