Provider Participation Guide

Initiating and retaining participation with MVP Health Care®.
By partnering with top practitioners, MVP Health Care is able to provide our members access to the highest quality health care.

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Guide to the credentialing and registration process.
How to Become a Participating Provider

This Provider Credentialing Toolkit includes a step-by-step guide to the credentialing and registration processes. The guide also includes all of the associated forms to help ensure that your credentialing or registration process is complete and can be processed without delay so you can begin seeing MVP members as quickly as possible.

MVP requires that all practitioners complete the credentialing or registration process to participate in our network. MVP will not reimburse practitioners as in-network if they have not completed the credentialing or registration process.
**Step 1 Process Determination**

Choose an “I am” statement below that best matches your circumstance. This will guide you through the correct process to become a participating health care practitioner with MVP, or update your demographic data. Providers may fit into one or more of the categories below.

### Physicians or Ancillary Practitioners

<table>
<thead>
<tr>
<th>I am:</th>
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<tbody>
<tr>
<td>• An MD or DO</td>
<td>• Providing services as a Hospitalist in the inpatient setting only and have one of the following specialties: Internal Medicine, Family Practice, Pediatrics, Emergency Medicine, Anesthesia, Critical Care, Neonatologist, Pathologist</td>
<td>• A Behavioral Health Specialist (e.g., Mental Health Counselor, Psychologist) intending to treat MVP members after January 1, 2020</td>
</tr>
<tr>
<td>• A DDS/DMD—Oral Surgeons only</td>
<td>• An Ancillary Practitioner: Physical Therapist, Occupational Therapist, Speech Therapist, Optometrist, Podiatrist, Certified Diabetic Educator, Audiologist, Registered Dietitian/Nutritionist, or Registered Nurse First Assistant (RNFA) practicing independently</td>
<td>Behavioral Health Specialists intending to treat MVP members prior to January 1, 2020 are asked to visit mvphealthcare.com and select Providers, then Join MVP, then credentialing details and frequently asked questions and follow the outlined process.</td>
</tr>
<tr>
<td>• An Anesthesiologist practicing in a par Ambulatory Surgery Center only or a Pain Management Specialist</td>
<td>• A Dentist interested in providing services to MVP Medicaid Managed Care, Child Health Plus, Essential Plan, MVP Harmonious Health Care Plan®, or Dental PPO members</td>
<td>• An Optician</td>
</tr>
<tr>
<td>• An Ancillary Practitioner: Physical Therapist, Occupational Therapist, Speech Therapist, Optometrist, Podiatrist, Certified Diabetic Educator, Audiologist, Registered Dietitian/Nutritionist, or Registered Nurse First Assistant (RNFA) practicing independently</td>
<td>• A Chiropractor</td>
<td></td>
</tr>
<tr>
<td>• A Provider Practicing in Vermont Only: Naturopath, Certified Athletic Trainer, Behavioral Health Specialist, Anesthesia Assistant (AA), or Advanced Practice Registered Nurse (APRN) wishing to be listed in the directory</td>
<td>• An Acupuncturist</td>
<td></td>
</tr>
<tr>
<td>• A Massage Therapist</td>
<td></td>
<td>• A Massage Therapist</td>
</tr>
</tbody>
</table>

**Action:**

- **Continue to Step 2A.**
- **Physicians must be registered with MVP; continue to Step 2C.**
- **Continue to Step 2A.**

**Action:**

- **Contact Healthplex at 1-888-468-2183 or visit healthplex.com and select I Am a Provider, then Join Now under Prospective Providers.**
- **Contact eviCore at 1-800-638-4557.**
## How to Become a Participating Provider (continued)

### Mid-Level Practitioners

**I am:**
- A non-psychiatric Nurse Practitioner (NP)—not practicing independently
- A Physician Assistant (PA)
- A Certified Registered Nurse Anesthetist (CRNA)
- A Registered Nurse First Assistant (RNFA) working exclusively in the hospital and who is credentialed and privileged by the hospital (excludes Medicare)
- A Provider Practicing in Vermont Only: Advanced Practice Registered Nurse (APRN) not interested in being listed on the directory to be listed in the directory

**Action:**
Complete the Mid-Level and Ancillary Practitioner Registration form.

**I am:**
- A Certified Nurse Midwife (CNM)—CNMs interested in being listed in the directory must be credentialed

**Action:**
Continue to Step 2A.

**I am:**
- A Nurse Practitioner—practicing independently
- A psychiatric Nurse Practitioner—practicing independently
- A psychiatric Nurse Practitioner—not practicing independently

**Action:**
To determine whether you meet the MVP credentialing requirements, continue to Step 2B.

If you do not see your specialty or area of expertise listed above, please contact us at ProviderEnrollment@mvphealthcare.com to determine the best process to become a participating practitioner with MVP. Be sure to include the county and state in the subject line of your email. You may also call the MVP Customer Care Center for Provider Services at 1-800-684-9286.
Step 2  The Credentialing Process

2A. Credentialed/Contracted Practitioners

To begin the credentialing process, follow these steps:

   a. If you do not already have an existing CAQH application, follow the steps on the website to create an application.
   b. Ensure that the Primary Practice State in which you practice is listed. If the Primary Practice State of your CAQH application is listed as Massachusetts, you must complete the MVP Supplemental Provider Credentialing Application.

2. Please confirm the fields listed below are complete on the CAQH application.
   - **Personal Information:** This section must be complete, and include any previous names used and your email address.
   - **License, DEA, and New York State Medicaid ID (MMIS#):**
     a. All current and previous licenses must be listed, as well as a license for each state in which you will practice and provide services to MVP members.
     b. Current DEA for each state in which you will provide services for MVP members.
     c. Providers must have an active New York State MMIS# to participate with and be reimbursed for services provided to MVP Medicaid Managed Care, MVP Child Health Plus, and MVP Harmonious Health Care Plan® members.
   - **Education and Training:** Include all education and training with completion date of each.
   - **Specialty:** Specialty for which you are applying; note that MVP recognizes only ABMS/AOA Physician Specialty boards.
   - **Practice Information:** List all of your current practice information and addresses.
   - **Hospital Affiliation:** MVP requires Physicians, Podiatrists, Naturopaths, CNMs, and NPs to have admitting privileges or other acceptable arrangements at an MVP-participating hospital. Please note, Diagnostic Radiologists and Ancillary Practitioners do not require hospital affiliation.
     a. To determine which hospitals participate with MVP, refer to the MVP Contracted Hospitals by Health Plan Line of Business listing. The hospital must participate for all the lines of business for which you are requesting to be contracted.
     b. If you do not have privileges at an MVP-participating hospital, you must complete the MVP Practitioner Continuity of Care (COC) Statement indicating who will admit on your behalf.
     c. Physicians practicing in an Urgent Care facility do not need admitting privileges if the MVP participating Urgent Care facility’s transfer protocol has been approved by MVP. This can be verified by your own Urgent Care Center’s credentialing contact.
Credentialing Process for Credentialed/Contracted Providers (continued)

- **Malpractice Information:** MVP requires practitioners to have $1.0/$3.0 million coverage in malpractice insurance.
  
a. Ensure your current malpractice insurance certificate is uploaded to your CAQH application.

- **Credentialing Contact Information:** Confirm information is complete on CAQH application.

- **Work History:** You must include the start and end dates of all places of employment, including your current employer. If there are any gaps of more than three months, you must provide an explanation.

- **Disclosure Questions:** Practitioners must complete this section. For the most timely processing, make sure that:
  
a. All malpractice cases are disclosed;
  b. Any reports that would include malpractice case settlements made to NPDB are disclosed.

- **Required Supporting Documents:** All required supporting documents must be up-to-date and uploaded to your application:
  
a. Attestation signed and dated (signature stamps are not acceptable).
  b. Copy of license for all states in which you will provide service to MVP members.
  c. Copy of DEA for each state in which you will be practicing.
  d. Current Malpractice Face Sheet.
  e. Copy of W-9.

3. **Action:** Move to Step 3

   After reviewing your CAQH application, complete the attestation process and grant MVP access to your application. Leaving any of the fields blank or incomplete may cause a delay in your credentialing application with MVP.
2B. Credentialed Nurse Practitioners

Nurse Practitioners interested in becoming credentialed must meet these specific requirements:

- You must have a minimum of 10 years of experience as an NP (not RN) in your area of license.
- You must have the “F” qualification for prescriptive privileges on your New York State NP license.
- You must have a DEA certificate.
- If requesting credentialing as a Primary Care Physician (PCP) and you are employed by a physician group, the group must be in support of your participation with MVP as a PCP.

If any of the specific requirements above are not met, you may still meet the MVP criteria to be a registered Nurse Practitioner.

**Action:** Complete the *Mid-Level and Ancillary Practitioner Registration* form and send it to the appropriate email or fax number indicated on the form.

If all of the statements above are true, you meet the MVP credentialing criteria.

**Action:** Complete Step 2–Part A.

2C. Registered Physicians

Physicians who meet MVP’s criteria to be registered must complete the action steps below to obtain and complete a contract.

**Action:** Obtain and Complete a Contract

- Physicians complete the *MVP Contracted Provider Registration* form.
- Opticians complete the *Mid-Level and Ancillary Registration* form.
- Scan and email the completed form, including any supporting documentation required to ProviderEnrollment@mvphealthcare.com. Include the county and state in which you are practicing in the subject line of the email.
- You must include a copy of your license and DEA certificate.
How to Become a Participating Provider (continued)

Step 3  Complete the Application Request

1. Complete the Provider Credentialing Application Request form.

2. Email a copy of the completed form to ProviderEnrollment@mvphealthcare.com. Include the county and state of your primary practice in the subject line of the email.

3. Attach any additional required documents.

   Action: Move to Step 4

Step 4  What to Expect Next

Once your credentialing request has been submitted, you will hear from an MVP Contract Analyst within 10 business days. You will receive one or more of the following:

- A contract, if one is required, which will need to be signed and returned to MVP.

- An email informing you of any missing information on your CAQH application. If the application is missing any of the information listed in the email, you will be asked to supply that information within 10 business days. If you do not supply this information to MVP within 10 business days, MVP will close out your application. Once you have all the required information, you may apply again.

After a signed contract is received and your application is under initial review, you will receive an email informing you that your application has been sent to the MVP Credentialing Department for processing and review by our Credentialing Committee. It may take up to 60 days from the date of this notification for the credentialing process to be completed. Please refer to the Provider Credentialing Rights. The Credentialing Committee meets once during the last week of each month to review applications.

You will receive a welcome letter once approved by the MVP Credentialing Committee. Behavioral Health providers intending to treat MVP members after January 1, 2020 will receive additional information in fall 2019.

Providers should not provide services to an MVP member until they have received confirmation that they have been approved as a participating provider with MVP.

MVP reviews each provider’s credentialing information every three years through our recredentialing process. It is imperative that you keep your CAQH application up-to-date with your most current information and practice locations to meet the MVP recredentialing requirements.

As of January 1, 2019, MVP has partnered with Med Advantage/Advantum Health. Med Advantage may contact providers directly during the credentialing and recredentialing process to obtain any necessary information to complete the application process.

Questions regarding the applications process? Contact ProviderEnrollment@mvphealthcare.com or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.
Maintaining Provider Information with MVP
Maintaining Provider Information with MVP

MVP makes every effort to ensure a provider’s information is accurate in our systems. If you or your practice have changes in demographic and/or participation status, it is important to promptly notify MVP.

Ensure your provider information is accurate and up-to-date.

1. Notify MVP in the following situations, including, but not limited to:
   a. There is a change in your demographic information, including if you are moving to a new group, but will remain participating with MVP.
   b. There is an update to your payment information such as Tax ID or remittance advice.
   c. You change your specialty or category (i.e., Primary Care Physician or Specialist).
   d. There is any closing of your panels.
   e. You have an upcoming leave of absence.
   f. You are leaving the network.

2. Complete the Provider Change of Information form.

   All demographic changes must be submitted online using the form at mvphealthcare.com/demographics.

   • The form will walk you through the required information based off the change you are submitting. Changes that apply to the group will have the option to upload a roster of providers to whom the change applies.

3. Update the providers CAQH application with any changes you submit to MVP.

4. Questions regarding the online form should be directed to your Professional Relations Representative, or by email to MVPPR@mvphealthcare.com.
Recredentialing with MVP
**Recredentialing with MVP**

MVP is required to recredential all providers every three years. In order to ensure a seamless recredentialing process, your CAQH application must be accurate and complete, and you must have granted MVP access to your application. If your CAQH application has been re-attested to within the past 90 days and the information contained in your application is accurate, you will not need to take any action.

1. **Visit CAQH at proview.caqh.org.**
   a. If you do not already have an existing CAQH application, select *Register Now* and follow the steps to create an application.
   b. Ensure that the Primary Practice State in which you practice is correct. If the Primary Practice State of your CAQH application is Massachusetts, you must complete the *MVP Supplemental Provider Credentialing Application*.

2. **Confirm the following fields are complete on the CAQH application.**
   - **Personal Information:** This section must be complete, including any previous names used and an email address.
   - **Licenses and DEA number:**
     a. All current and previous licenses must be included, as well as a license for each state in which you will practice and provide services to MVP members.
     b. Current DEA number for each state in which you will provide services to MVP members.
   - **Education and Training:** Include all education and training with completion date of each.
   - **Specialty:** Specialty for which you are applying. MVP recognizes only ABMS/AOA Physician specialty boards.
   - **Practice Information:** List all current practice information and addresses.
   - **Hospital Affiliation:** MVP requires Physicians, Podiatrists, Naturopaths, CNMs, and NPs to have admitting privileges or other acceptable arrangements at an MVP-participating hospital. (Practitioners with other specialties please continue to the credentialing process.)
     a. To determine which hospitals participate with MVP, refer to *MVP Contracted Hospitals by Health Plan Line of Business* listing. The hospital must participate for all the lines of business for which you are requesting to be contracted.
     b. If you do not have privileges at an MVP-participating hospital, you must complete the *Practitioner Continuity of Care (COC) Statement*, indicating who will admit on your behalf.
     c. Physicians practicing in an MVP participating Urgent Care facility do not need admitting privileges if the Urgent Care facility’s transfer protocol has been approved by MVP. This can be verified by your own Urgent Care Center’s credentialing contact.
• **Malpractice Information:** MVP requires practitioners to have $1.0/$3.0 million coverage in malpractice insurance.
  a. Your current malpractice insurance certificate must be uploaded to your CAQH application.

• **Credentialing Contact Information:** Confirm information is complete on CAQH application.

• **Work History:** You must include the start and end dates of all places of employment, including your current employer. If there are any gaps of more than three months, you must provide an explanation.

• **Disclosure Questions:** Practitioners must complete this section.
  a. All malpractice cases must be disclosed.
  b. Any reports that would include malpractice case settlements made to NPDB must be disclosed.

• **Required Supporting Documents:** All required supporting documents must be up-to-date and uploaded to your application:
  a. Attestation signed and dated (signature stamps are not acceptable).
  b. Copy of license for all states in which you will provide service to MVP members.
  c. Copy of DEA for each state in which you will practice.
  d. Current Malpractice Face Sheet.
  e. Copy of W-9.

3. **After reviewing your CAQH application, complete the attestation process and grant MVP access to your application. Leaving any of the fields blank or incomplete may cause a delay in your credentialing application with MVP.**

If we are unable to access your updated CAQH application, MVP will make three attempts to contact you to request that you review, update, and grant MVP access. Failure to meet the recredentialing criteria or non-compliance with the recredentialing process will result in termination of participation. **Non-compliance** is defined as not responding to or returning requests for the recredentialing application (a CAQH application that has been re-attested to within the past 90 days and to which MVP has been authorized access) and all supplemental information within 45 days from the date of request. Please refer to the **Provider Credentialing Rights**.

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As of January 1, 2019, MVP Health Care has partnered with Med Advantage/Advantum Health. Med Advantage may contact providers directly during the credentialing process to obtain any necessary information to complete the application process.
Provider Credentialing Rights

Right of Practitioners to be Informed of Application Status
Applications have the right to be informed of the status of their credentialing or recredentialing application. MVP, upon direct verbal or written request from the applicant, will notify the applicant of their application’s status.

Right of Practitioners to Review Information
Applicants have the right to review the information obtained from any outside primary source that is presented to the Credentials Committee in support of their credentialing and/or recredentialing application. Upon written request, MVP will make its credentialing and recredentialing criteria available to all applicants. Release of information obtained from a third party will be subject to the consent of the third party. Recommendations, letters of reference, and other peer review protected information are not subject to this disclosure. MVP also acknowledges that information obtained from the National Practitioner Data Bank or other outside entity that is not allowed to be released will not be released to the practitioner.

Right to Correct Erroneous Information Submitted by Another Party
MVP will notify the applicant of any information obtained during the credentialing and/or recredentialing process that varies substantially from the information given to MVP by the practitioner. The applicant will have seven calendar days from notification to clarify and/or correct such discrepancies.