# Claims and Electronic Data Instruction Guide

## For Providers New to the MVP Health Care® Network

### Claims Submission

**Electronic Claim Submission**

- Electronic claim submission is the easiest method to route claims to MVP.
- The MVP Payer ID is **14165**
- To view the MVP Preferred Clearinghouse List, select the link below or visit [mvphealthcare.com](http://mvphealthcare.com) and select Providers, then Reference Library, then **EDI Information and Guides**.

**MVP Preferred Clearinghouse List**

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**Submitting Paper Claims**

*Form CMS-1500 or UB-04*

Submit claims for all products and members to:

```
ATTN: CLAIMS DEPARTMENT
MVP HEALTH CARE
PO BOX 2207
SCHENECTADY NY 12301-2207
```

### Payment and Remittance Information

**Receive Paper Check and Remittance**

- This is the default method of receiving payment and remittance for new providers and provider groups. No action is needed.

**Receive Paper Check and Electronic Remittance**

- Complete the **MVP EDI Enrollment** by selecting the link below or visit [mvphealthcare.com](http://mvphealthcare.com) and select Providers, then Forms, then **EDI Forms and Guides**.

**MVP EDI Enrollment**

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**Receive Electronic Payment and Electronic Remittance**

- Payspan manages the MVP Electronic Funds Transfer and Remittance Advice (EFT/ERA) process. To view the **EFT/ERA Action Steps for Health Care Providers**, select the link below.
  - The MVP Payer ID is **14165**
  - EFT and ERA must both come from Payspan, they cannot be split
  - The Group/NPI linked to your Tax ID/Payer ID is required for Payspan enrollment. If MVP does not have a Group NPI on file, you will not be able to Register for EFT through Payspan. Submit a **Provider Demographic Change** by selecting the link below, visiting [mvphealthcare.com/demographics](http://mvphealthcare.com/demographics), or contacting your MVP Professional Relations representative.

**EFT/ERA Action Steps for Health Care Providers**

**Provider Demographic Change**

- For information on the EFT/ERA process, visit [mvphealthcare.com](http://mvphealthcare.com) and select Providers, then Reference Library, then **EDI Information and Guides**.

### Questions?

Contact MVP EDI Services at **1-877-467-4911** or [EDIServices@mvphealthcare.com](mailto:EDIServices@mvphealthcare.com).

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### Member Eligibility and Claim Status

| Submit an Electronic Eligibility Status (270) or Claim Status (276) Request | MVP supports electronic 270/276 transactions. Confirm that your clearinghouse accepts the 271/277 response. |
| Access Your MVP Provider Online Account | Visit mvphealthcare.com and Sign In to your MVP provider online account to search member eligibility, claims, authorization status, and more. |
| **Don’t have an MVP online account?** Visit [mvphealthcare.com/providerregister](http://mvphealthcare.com/providerregister) or select the link below to begin the registration process. | |
| **Having difficulty accessing your MVP online account?** Contact E-Support at esupport@mvphealthcare.com or call 1-888-656-5695, Monday–Friday 8:30 am–5 pm. | |

### Electronic Data Transactions Support

| MVP EDI Companion Guides | Select the link below to view the MVP EDI Companion Guides, or visit mvphealthcare.com and select Providers, then Reference Library, then EDI Information and Guides. |
| MVP Payer ID | The MVP Payer ID is 14165. |

Visit [mvphealthcare.com/providers/education](http://mvphealthcare.com/providers/education) to watch a tutorial about how to use your online account to submit paper and electronic claims, receive remittance information, and get support for electronic data transactions.

**Questions?** Contact MVP EDI Services at 1-877-467-4911 or EDIServices@mvphealthcare.com.