

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. However, providers may create and submit claims to MVP by accessing <https://mvphealthcare.transshuttle.axiom-systems.com>. This website is hosted and powered by AXIOM and the services available therein are offered by AXIOM to providers on behalf of MVP Health Care. AXIOM may require that users agree to AXIOM's site requirements and certain terms of use before accessing AXIOM's services

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**.